Quality and safety

New Accelerate PI Dashboard Reports for 2Q 2021

New Accelerate PI™ Dashboard Reports are available for Joint Commission-accredited hospitals, critical access hospitals, long-term care hospitals, home care settings, inpatient psychiatric facilities, and inpatient rehabilitation facilities.

The reports, which are available on the organization’s Joint Commission Connect® extranet site under the Resources and Tools section, reflect the most recent and available external data from the Centers for Medicare & Medicaid Services (CMS) Compare website. In addition, chart-abstracted and electronic clinical quality measure (eCQM) quality measurement data reported by hospitals to The Joint Commission under the ORYX® program have been refreshed with the most recent quarter of data.

Accelerate PI™ Dashboard Reports represent an organization’s relative performance on each of the selected measures. For each measure, the dashboard shows the organization’s performance compared to various benchmarks. The dashboard is not scored during survey; rather, it is a tool to facilitate discussion about ongoing quality improvement work. For example, surveyors may ask how an organization addresses the subset of performance measures in the report and what action(s) it is taking to improve processes.

Special Take 5 podcast series recognizes Eisenberg Award winners

In celebration of the 2020 John M. Eisenberg Patient Safety and Quality Award recipients, a new special Take 5 podcast series launched to showcase the winners and the extraordinary work they are doing.

The Eisenberg Awards — which are named after the late John M. Eisenberg, MD, MBA, former administrator of the Agency for Healthcare Research and Quality — were launched in 2002 and recognize major achievements by individuals and organizations to improve patient safety and health care quality. There are three recipients each year: for an individual; an organization impacting quality care at a national level; and an organization impacting quality care at a local level.

In the first episode, Dr. Kevin O’Leary, of Northwestern Medicine, talked about how his organization was recognized with the award for Innovation in Patient Safety and Quality at the Local Level for the Northwestern Medicine Academy for Quality and Safety Improvement, which was developed to prepare individuals, across multiple departments and professions in their health system, to lead quality improvement. The seven-month program teaches quality improvement methods and asks participants to complete a quality improvement project during the program. It also prepares participants to engage in quality improvement efforts and lead quality improvement projects after completion of the program.

The series also will feature episodes recognizing:

- Dr. David M. Gaba (July 13)
- Veteran’s Health Administration (July 20)

Listen to the podcast. [19:10]
**July Journal: Positive Leadership WalkRounds improve worker well-being, safety culture**

Interventions to decrease burnout in health care are urgently needed. A new study in the July 2021 issue of *The Joint Commission Journal on Quality and Patient Safety* evaluates the association between Positive Leadership WalkRounds (PosWR), and health care worker (HCW) well-being and organizational safety culture.

The study — “Safety Culture and Workforce Well-Being Associations with Positive Leadership WalkRounds” — was completed at Duke University Health System, Durham, North Carolina, and involved senior leaders who were encouraged to conduct PosWR, an organizational practice in which leaders conduct rounds and ask staff about what is going well.

A cross-sectional survey of clinical and nonclinical HCWs included a question about recall of exposure to PosWR, along with measures of well-being and safety culture. Electronic surveys were returned by 10,627 out of 13,040 possible respondents (81.5% response rate) from 396 work settings. Exposure to PosWR was reported by 63.1% of respondents overall. Exposure to PosWR was most reported by HCWs in leadership roles (83.8%).

The researchers compared the responses about well-being and safety culture across quartiles of exposure to PosWR. Compared to work settings in the lowest quartiles, HCWs in work settings in the top quartiles reported a higher percentage of favorable responses, including strong:

- Readiness to engage in quality improvement activities.
- Leadership accessibility and feedback behavior.
- Teamwork norms.
- Work-life balance norms.

Additionally, compared to the fourth quartile, the first quartile had a lower percentage of respondents reporting emotional exhaustion (burnout) in themselves and in their colleagues.

Also featured in the July issue are:

- A Practice Redesign Collaborative for Reducing Hospital Readmission for Chronic Obstructive Pulmonary Disease in an Affiliated Network of Health Care Organizations (Mayo Clinic Care Network, Rochester, Minnesota)
- Electronic Health Record Transition and Impact on Screening Test Follow-Up (Brigham and Women's Hospital, Boston)
- Effect of Default Order Standardization on Opioid Prescribing Patterns (University of Illinois Hospital & Health Sciences System, Chicago)
- Advanced Medication Reconciliation: A Systematic Review of the Impact on Medication Errors and Adverse Drug Events Associated with Transitions of Care (Western University, London, Ontario, Canada)
- Detecting and Assessing Suicide Ideation During the COVID-19 Pandemic (Kaiser Permanente Washington Health Research Institute, Seattle)
- Collateral Damage? Consequences of Radically Transparent Reviews in Health Care (commentary)
- Improving the Quality and Safety of Telehealth: A Call for Papers on Telehealth (editorial)

**Access** the *Journal*.

**Call for Journal papers on telehealth**

Last year, the coronavirus pandemic led to the necessary closure of many outpatient facilities and the cancelation or postponement of nonurgent appointments. To continue providing care to patients without unnecessarily increasing infection risk, health care providers turned to telehealth.

The transition to telehealth has given rise to many questions related to health care quality and patient safety, including:

- The effect the shift toward telehealth has had on care disparities.
- How to best provide virtual care to visually impaired and hearing-impaired patients.
- How telehealth visits can be optimally integrated with in-person appointments.
To begin answering these questions, *The Joint Commission Journal on Quality and Patient Safety* is seeking manuscript submissions on telehealth, including:

- Retrospective analyses of quality and safety issues.
- Prospective studies of strategies to improve quality, safety, access to care, and utilization.

View the Guide for Authors for complete submission guidelines and instructions for authors.

**Accreditation and certification**

**This just in: New requirements for sprinkler heads**
Effective immediately, The Joint Commission revised Life Safety (LS) Standard LS.02.01.35, element of performance (EP) 7, to clarify the number of spare sprinkler heads required by behavioral health care and human service organizations, critical access hospitals, and hospitals. This clarification better aligns the EP with the National Fire Protection Association (NFPA) Life Safety Code®.

The requirement also is to be added for inpatient hospice facilities starting Jan. 1, 2022, because these facilities also are defined as health care occupancies according to the Life Safety Code.

Additionally, this sprinkler head requirement has been added for organizations classified as ambulatory health care occupancies in accordance with the Life Safety Code. The new Standard LS.03.01.35, EP 7, applies to ambulatory care organizations, critical access hospitals, and hospitals starting on Jan. 1, 2022.

View the prepublication standards. (Contact: Herman McKenzie, hmckenzie@jointcommission.org)

**Resources**

**Up in the blogosphere with The Joint Commission**
On Infection Prevention Control — Reprocessing Surface Ultrasound Transducers: The wide variation in instructions from manufacturers and guidance on cleaning and sterilizing surface transducers that has been put out by various experts has resulted in confusion for manufacturers, customers and surveyors as to how The Joint Commission will survey compliance when transducers are used for percutaneous procedures, writes Diane Cullen MSN, RN, MBA, CIC, Associate Director, Standards Interpretation Group.

Learn more about Joint Commission Resources’ offerings online or call 877-223-6866.