The Joint Commission
Enterprise Content Library
INDEX

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Worker Safety
Leading Practices Library

Current as of April 1, 2017  ▶  Q2 2017
The Joint Commission Mission

The mission of The Joint Commission is to continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

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For more information about The Joint Commission, please visit http://www.jointcommission.org.
What is the **INDEX**?
A list of links to current Joint Commission Enterprise content for customers, organized into topics

Who developed the content listed in the **INDEX**?
The Joint Commission, The Center for Transforming Health Care (CTH), Joint Commission Resources (JCR), and Joint Commission International (JCI)

What types of resources are listed in the **INDEX**?
Web pages, periodical articles, books, monographs, videos, webinars, podcasts, lessons, and more

How often is the **INDEX** updated?
Quarterly

Is the content listed in the **INDEX** free?
Much of it, but not all

Can I link directly to content in the **INDEX**?
Yes, whenever possible (except for content that’s fee-based)

What information about the resources is provided in the **INDEX**?
► Resource name
► Year published
► Type of resource
► Link
► Accessibility (accessible to all, fee-based, or complimentary to customers)
► Applicable accreditation programs/ settings
► Identifier for ordering or referencing
► Source of content

Can I search the **INDEX**?
Yes, just like any pdf
Care Coordination & Transitions Quality, safe patient care depends on caregivers working together across shifts and health care settings. Resources listed in this section support hand-off communication and coordination of care with periodical articles, videos, and a book—plus the Transitions of Care portal and a Targeted Solutions Tool (TST®) from the Center for Transforming Healthcare.

Diagnostic Imaging Diagnostic radiation is an effective tool that can save lives, but its use—and overuse—has risks for long-term damage, including cancer, burns, and other injuries. This section includes links to resources that outline diagnostic imaging risks for patients and providers, and an explanation of the recent Joint Commission standards and sentinel event alert on this topic.

Emergency Management Whether it’s a tornado or a terrorist attack, all health care organizations need to be prepared for emergencies. In this section are links to a range of resources that address the four stages of emergency management (mitigation, preparation, response, recovery), including a book, an online course, and the Emergency Management web portal.

Facilities-EC & Life Safety Providing a safe physical environment is vital to safe patient care and the safety of everyone in the health care setting. It involves managing medical equipment and utility systems, hazardous materials and waste, security, construction, and fire protection—including life safety (the use of building features as fire protection). Among the resources listed are the Physical Environment web portal, a webinar series, and numerous periodical articles.
Governance & Leadership Every truly successful health care organization has an involved and committed leadership. This section provides links to resources—blogs and books, podcasts and periodical articles, webinars and white papers—that guide executive and physician leaders. One of these is the Physician Leader Monthly, a newsletter prepared by Joint Commission leadership.

Health IT & EHRs Health information technology (IT), including the use of electronic health records (EHRs), is rapidly evolving, which presents new challenges—and opportunities—to health care organizations. Periodical articles detailing organization initiatives and resources related to the recent sentinel event alert on this topic are among the resources listed in this section.

Human Resources The quality of a health care organization’s care, treatment, and services depends on its providers. Issues and processes surrounding qualification and competencies as well as staff orientation and training (including simulation) are addressed in the range of periodical articles listed as resources in this section.

Infection Control In any health care setting, implementing infection control practices, including those for health care–associated (HAI) infections, is essential for ensuring the health and safety of patients as well staff, providers, and visitors. Links to an array of infection control resources are provided, such as a podcast series, the Infection Prevention and HAI web portal, and periodical articles on infection tracers.

Laboratories From medical test mistakes to proficiency testing to quality systems assessments (QSA), laboratory testing activities are under the microscope. The listed links in this section take you to resources such as periodical articles on lab tracers that will help clarify the issues and suggest strategies for improvement.
Measurement & Improvement Performance improvement uses performance measurement to determine what needs improvement and whether it is sustained. Dozens of periodical articles as well as books and multimedia are among the resources listed in this section that address the role of performance measurement in improving quality and patient safety.

Medical Staff & Physicians The complex process of credentialing and privileging practitioners is difficult for many organizations. This and other responsibilities of the medical staff—as well as the crucial role of physicians as leaders—are addressed in the myriad resources listed in this section. A web portal, For Physicians, is included, as are BoosterPaks™ on related standards.

Medication Safety Medication management is comprised of a complex system of processes focused on an overall goal of medication safety. The linked resources in this section—from brochures to videos to alerts on related sentinel events—are useful for physicians, nurses, and pharmacists working with patients and their families toward that goal.

Nursing & Nursing Leadership Nurses account for the largest percentage of health care staff, and nurse executives are largely accountable for training, supervising, coordinating, and serving as leaders of that workforce. Resources listed in this section include various periodical articles that explore nurses’ central and critical role in health care.

Palliative Care Patients and their families can benefit from the specialized approaches of palliative care, which aim to improve a patient’s quality of life while facing problems associated with life-threatening illnesses. Resources listed in this section include a brochure and the manual of palliative care certification standards.
Patient Rights & Communication Sharing information in a clear, meaningful way is central to productive communications between health care organizations and patients and their families. Information about patient rights and responsibilities must be part of that communications. The numerous videos, podcasts, and brochures listed in this section can help to improve and maintain those important communications interactions.

Patient Safety & High Reliability All systems in a health care organization should be focused on patient-centered care to reduce harm, using proactive methods to improve quality and safety processes. Such efforts are best done within a culture of safety that encourages learning from mistakes. This is part of the journey toward zero harm to patients through high reliability in health care. Resources listed in this section include books, videos, reports, periodical articles, and the High Reliability web portal.

Sentinel Event Prevention Resources listed in this section encompass all active Joint Commission sentinel event alerts, as well as related resources, including videos. Numerous topics are represented, including opioids, clinical alarms, suicide, health care worker fatigue, misuse of vials, and tubing misconnections.

Standards & Survey The core content offered by The Joint Commission are the standards that health care organizations strive to meet to ensure quality and safe patient care. This section lists resources focused on standards compliance, such as the standards manuals, tracer books, and periodical articles on compliance strategies, as well as resources for survey readiness.
**Surgical Safety** Surgical mortality, surgical booking, surgical fires, retained foreign objects, surgical site infections, and Time Outs—all are covered in the topics covered in the resources listed in this section. Surgical safety has long been a priority for The Joint Commission, and the content here reflects that focus.

**Worker Safety** Protecting health care workers is an increasing area of concern, addressing workplace violence, injuries, infection prevention, security, and other hazards. The resources in this section highlight the range of pressing issues and include periodical articles in partnership with the Occupational Safety and Health Administration (OSHA).

**Leading Practices Library** This collection of resources submitted from Joint Commission customers is a value-added tool for Joint Commission customers. It promotes health care quality and safety by providing accredited customers with excellent examples of real-life, fully implemented standards solutions from their peers.
Quality, safe patient care depends on caregivers working together across shifts and health care settings. Resources listed in this section support hand-off communication and coordination of care with periodical articles, videos, and a book—plus the Transitions of Care portal and a Targeted Solutions Tool (TST®) from the Center for Transforming Healthcare.

<table>
<thead>
<tr>
<th>KEY Resource name</th>
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<th>Link</th>
<th>Accessibility (accessible to all, fee-based, or complimentary to customers)</th>
<th>Applicable accreditation programs/settings</th>
<th>Identifier for ordering or referencing</th>
<th>Source of content</th>
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<td>An Interdepartmental Care Model to Expedite Admission from the Emergency Department to the Medical ICU (Journal on Quality and Patient Safety, Dec 2015)</td>
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<td>Periodical Article</td>
<td><a href="http://bit.ly/2gYEiJe">http://bit.ly/2gYEiJe</a></td>
<td>Fee-Based (via Elsevier)</td>
<td>Critical Access Hospital, Hospital</td>
<td>SKU# JQPS1215</td>
<td>Joint Commission Resources</td>
</tr>
<tr>
<td>CMS: Best Practices in Care Planning Compliance (The Source, Jul 2016)</td>
<td>2016</td>
<td>Periodical Article</td>
<td><a href="http://bit.ly/1KrmiFe">http://bit.ly/1KrmiFe</a></td>
<td>Fee-Based (via subscription)</td>
<td>Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers</td>
<td>SKU# TS0716</td>
<td>Joint Commission Resources</td>
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Continuity of Care: Standardizing Hospital Discharge Planning at the Mayo Clinic (Journal on Quality and Patient Safety, Jan 2011)
- 2011
  - Periodical Article
  - Accessible to All
  - All Accreditation Programs/Settings
  - SKU# FR1004, SKU# JQPS0111
  - Joint Commission Resources, The Joint Commission, Joint Commission International

Crossing the Communication Chasm: Challenges and Opportunities in Transitions of Care from the Hospital to the Primary Care Clinic (Journal on Quality and Patient Safety, Mar 2017)
- 2017
  - Periodical Article
  - Accessible to All
  - All Accreditation Programs/Settings
  - SKU# JQPS0317
  - Joint Commission Resources, The Joint Commission, Joint Commission International

Deficits in Discharge Documentation in Patients Transferred to Rehabilitation (Journal on Quality and Patient Safety, Aug 2008)
- 2008
  - Periodical Article
  - Accessible to All
  - All Accreditation Programs/Settings
  - SKU# FR1001, SKU# JQPS0808
  - Joint Commission Resources, The Joint Commission, Joint Commission International

Development and Sustainability of an Inpatient-to-Outpatient Discharge Handoff Tool: A Quality Improvement Project (Journal on Quality and Patient Safety, May 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0514
  - Joint Commission Resources

Editorial | Crawling Before Walking: Beginning to Understand How Clinicians Communicate and Behave During Interunit Handoffs (Journal on Quality and Patient Safety, Mar 2015)
- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0315
  - Joint Commission Resources

Eight Urgent Care Center Best Practices for Safe Care Transitions (Journal on Quality and Patient Safety, Nov 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care
  - SKU# JQPS1114
  - Joint Commission Resources
Excellence in Transitional Care of Older Adults and Pay-for-Performance: Perspectives of Health Care Professionals (Journal on Quality and Patient Safety, Dec 2014)

- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital
- SKU# JQPS1214
- Joint Commission Resources

Facilitation of a Multihospital Community of Practice to Increase Enrollment in the Hospital to Home National Quality Improvement Initiative (Journal on Quality and Patient Safety, Aug 2015)

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Center, Office-Based Surgery Practice
- SKU# JQPS0815
- Joint Commission Resources

5 Sure-Fire Methods | Complying with PC.02.01.03 for Home Care (The Source, Dec 2014)

- 2014
- Periodical Article
- Fee-Based (via subscription)
- Home Care
- SKU# TS1214
- Joint Commission Resources

Focus on Certification: Building Bridges to Integrated Care Certification (The Source, Feb 2017)

- 2017
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0217
- Joint Commission Resources

Fostering Safe, Effective Care Transitions

- 2013
- Webinar, Slide Presentation
- Accessible to All
- Home Care
- The Joint Commission

Glycemic Control Mentored Implementation: Creating a National Network of Shared Information (Journal on Quality and Patient Safety, Mar 2014)

- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0314
- Joint Commission Resources

Handoff Communication Between Hospital and Outpatient Dialysis Units at Patient Discharge: A Qualitative Study (Journal on Quality and Patient Safety, Feb 2013)

- 2013
- Periodical Article
- Accessible to All
- Hospital
- SKU# FR1008, SKU# JQPS0213
- Joint Commission Resources, The Joint Commission, Joint Commission International

Hand-Off Communications Targeted Solutions Tool® (TST®) Implementation Guide for Health Care Organizations

- 2014
- Web Page
- http://bit.ly/1QYsUe0
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- Center for Transforming Healthcare
Improving Care for People with Heart Failure
- 2011
- Video
  - http://bit.ly/1IWkNYm
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- Center for Transforming Healthcare

Improving Communication with Primary Care Physicians at the Time of Hospital Discharge (Journal on Quality and Patient Safety, Feb 2017)
- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0217
- Joint Commission Resources

Improving the Performance of Nutrition Screening Through a Series of Quality Improvement Initiatives (Journal on Quality and Patient Safety, Apr 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0414
- Joint Commission Resources

Improving the Quality of Care and Communication During Patient Transitions: Best Practices for Urgent Care Centers (Journal on Quality and Patient Safety, Jul 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care
- SKU# JQPS0714
- Joint Commission Resources

Improving Transitions of Care for Hospitalized Patients on Warfarin (Journal on Quality and Patient Safety, Sep 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0916
- Joint Commission Resources

Improving Transitions of Care Videos
- Video
  - http://bit.ly/1TMwFCi
- Accessible to All
- All Accreditation Programs/Settings
- SKU# FR1005
- Joint Commission Resources

Information Gaps in Newborn Care and Their Potential for Harm (Journal on Quality and Patient Safety, May 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0515
- Joint Commission Resources

Leveraging Evidence Across the Care Continuum (Journal on Quality and Patient Safety, Feb 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0215
- Joint Commission Resources
“Not So Fast!” The Complexity of Attempting to Decrease Door-to-Floor Time for Emergency Department Admissions (Journal on Quality and Patient Safety, Jan 2014)
  ► 2014
  ► Periodical Article
  ► http://bit.ly/2gYEiJe
  ► Fee-Based (via Elsevier)
  ► Critical Access Hospital, Hospital, Office-Based Surgery Practices
  ► SKU# JQPS0114
  ► Joint Commission Resources

Operating Room–to-ICU Patient Handovers: A Multidisciplinary Human-Centered Design Approach (Journal on Quality and Patient Safety, Sep 2016)
  ► 2016
  ► Periodical Article
  ► http://bit.ly/2gYEiJe
  ► Fee-Based (via Elsevier)
  ► Critical Access Hospital, Hospital
  ► SKU# JQPS0916
  ► Joint Commission Resources

Patient Handoffs: Standardized and Reliable Measurement Tools Remain Elusive (Journal on Quality and Patient Safety, Feb 2010)
  ► 2010
  ► http://bit.ly/1JcVXtj
  ► Accessible to All
  ► All Accreditation Programs/Settings
  ► SKU# FR1003, SKU# JQPS0210
  ► Joint Commission Resources, The Joint Commission, Joint Commission International

Preventing Avoidable Heart Failure Hospitalizations
  ► 2011
  ► Web Portal Page
  ► http://bit.ly/1Wr1HSD
  ► Accessible to All
  ► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
  ► Center for Transforming Healthcare

  ► 2016
  ► Periodical Article
  ► http://bit.ly/2gYEiJe
  ► Fee-Based (via Elsevier)
  ► Critical Access Hospital, Hospital
  ► SKU# JQPS0716
  ► Joint Commission Resources

Reducing Avoidable Hospital Readmissions Effectively: A Statewide Campaign (Journal on Quality and Patient Safety, May 2014)
  ► 2014
  ► Periodical Article
  ► http://bit.ly/2gYEiJe
  ► Fee-Based (via Elsevier)
  ► All Accreditation Programs/Settings
  ► SKU# JQPS0514
  ► Joint Commission Resources

Reduce readmissions by using TST® for Hand-off Communications (InTouch, Issue 1, 2017)
  ► 2017
  ► Newsletter Article
  ► Accessible to All
  ► Nursing Care Centers
  ► Joint Commission Resources

Safety Tip of the Month: Transitions of care (JCI Insight, Apr 2016)
  ► 2016
  ► Newsletter Article
  ► Accessible to All
  ► All JCI Accreditation Programs/Settings
  ► Joint Commission International
Successful Implementation of Standardized Multidisciplinary Bedside Rounds, Including Daily Goals, in a Pediatric ICU (Journal on Quality and Patient Safety, Feb 2014)

► 2014
► Periodical Article
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital
► SKU# JQPS0214
► Joint Commission Resources

Take 5 with The Joint Commission | Understanding Transitions of Care

► 2014
► Podcast
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Why Health Literacy is Important for Patients and Health Professionals

► 2013
► Podcast
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | Why Patient-Centered Communication Matters

► 2013
► Podcast
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Targeted Solutions Tool® (TST®): Hand-Off Communication

► E-Resource
► Joint Commission Connect™ (customer extranet)
► Complimentary to Customers
► All Accreditation Programs/Settings
► Center for Transforming Healthcare

The Q-HIP Care Coordination Measure & The Joint Commission’s Integrated Care Certification

► 2016
► Webinar, Slide Presentation
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

Tracer Methodology 101 | Continuity of Care in the Ambulatory Health Care Setting (The Source, Jul 2016)

► 2016
► Periodical Article
► Fee-Based (via subscription)
► Ambulatory Health Care, Office Based Surgery Centers
► SKU# TS0716
► Joint Commission Resources

Tracer Methodology | Medication Management During Transitions of Care (The Source, Feb 2017)

► 2017
► Periodical Article
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# TS0217
► Joint Commission Resources

Transitions of Care (ToC) Portal

► Web Portal Home Page
► [http://bit.ly/1pl8s8F](http://bit.ly/1pl8s8F)
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission
Care Coordination & Transitions (continued)

Transitions of care: Engaging patients and families (Quick Safety! – Issue 18, Nov 2015)
- 2015
  - Newsletter
  - Accessible to All
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - The Joint Commission

Transitions of care: Managing Medications (Quick Safety! – Issue 26, Aug 2016)
- 2016
  - Newsletter
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Transitions of Care: The Need for a More Effective Approach to Continuing Patient Care
- 2012
  - Report
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission, Center for Transforming Healthcare, Joint Commission Resources

Transitions of Care: The Need for Collaboration Across Entire Care Continuum
- 2013
  - Report
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission, Center for Transforming Healthcare, Joint Commission Resources

TST® for Hand-Off Communications
- 2012
  - Video
  - Accessible to All
  - All Accreditation Programs/Settings
  - Joint Commission Resources

TST® for Hand-Off Communications Webinar Playback
- 2012
  - Video
  - Accessible to All
  - All Accreditation Programs/Settings
  - Joint Commission Resources

Using a Triggered Endocrinology Service Consultation to Improve the Evaluation, Management, and Follow-Up of Osteoporosis in Hip-Fracture Patients (Journal on Quality and Patient Safety, May 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0514
  - Joint Commission Resources

Using Administrative Discharge Diagnoses to Track Hospital-Acquired Pressure Ulcer Incidence—Limitations, Links, and Leaps (Journal on Quality and Patient Safety, Jun 2015)
- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0615
  - Joint Commission Resources

Using the Red/Yellow/Green Discharge Tool to Improve the Timeliness of Hospital Discharges (Journal on Quality and Patient Safety, Jun 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0614
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<tr>
<th>Using the Targeted Solutions Tool® (TST®) to Improve Emergency Department Handoffs in a Community Hospital (Journal on Quality and Patient Safety, Mar 2016)</th>
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<td>2016</td>
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<td>Year-End Resident Clinic Handoffs: Narrative Review and Recommendations for Improvement (Journal on Quality and Patient Safety, Feb 2017)</td>
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Diagnostic radiation is an effective tool that can save lives, but it’s use—and overuse—has risks for long-term damage, including cancer, burns, and other injuries. This section includes links to resources that outline diagnostic imaging risks for patients and providers, and an explanation of the recent Joint Commission standards and sentinel event alert on this topic.

**KEY**

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<th>Identifier for ordering or referencing</th>
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<td>Compliance Checklist for Diagnostic Imaging</td>
<td>2016</td>
<td>Tool</td>
<td><a href="http://bit.ly/29Dj0AX">http://bit.ly/29Dj0AX</a></td>
<td>Accessible to All</td>
<td>Ambulatory Health Care, Critical Access Hospital, Hospital</td>
<td>The Joint Commission</td>
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<td>Our children’s health depends on appropriate imaging practices &amp; shared decisions (Leadership Blog, Dec 4, 2013)</td>
<td>2013</td>
<td>Blog</td>
<td><a href="http://bit.ly/1No250X">http://bit.ly/1No250X</a></td>
<td>Accessible to All</td>
<td>Ambulatory Health Care, Critical Access Hospital, Hospital</td>
<td>The Joint Commission</td>
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</table>
Redefining Overuse to Include Costs: A Decision Analysis for Computed Tomography in Minor Head Injury (Journal on Quality and Patient Safety, Jul 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
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- Joint Commission Resources

Sentinel Event Alert | Issue 47: Radiation Risks of Diagnostic Imaging
- 2011
- Alert
- Accessible To All
- Ambulatory Health Care, Critical Access Hospitals, Hospitals
- The Joint Commission

Show me the Data! Diagnostic Imaging: One Year Later . . . (Ambulatory Buzz, Jul 6, 2016)
- 2016
- Blog
- Accessible To All
- Ambulatory Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Speak Up™ | Medical Imaging
- 2014
- Poster
- Accessible To All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
- The Joint Commission

Standards Sampler – Imaging
- 2010
- E-Resource
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Take 5 with The Joint Commission | Breaking Down the New Imaging Standards
- 2015
- Podcast
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital
- The Joint Commission

The Joint Commission’s New and Revised Diagnostic Imaging Standards: April 28, 2016
- 2016
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# JCRQSN4560
- JCRQSN
Whether it’s a tornado or a terrorist attack, all health care organizations need to be prepared for emergencies. In this section are links to a range of resources that address the four stages of emergency management (mitigation, preparation, response, recovery), including a book, an online course, and the Emergency Management web portal.

**A Tool for You | Disaster Privileges for Emergency Volunteers (Environment of Care News, Oct 2014)**
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN1014
- Joint Commission Resources

**A Tool for You | Emergency Management Critique: Hospital Exercises/Disaster Events (Environment of Care News, Sep 2014)**
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# ECN0914
- Joint Commission Resources

**Be Prepared: Strategies for evaluating emergency operations plans for home care organizations (Environment of Care News, Mar 2017)**
- 2017
- Periodical Article
- Fee-Based (via subscription)
- Home Care
- SKU# ECN0317
- Joint Commission Resources
Emergency Management (continued)

Be Prepared to Respond to Ebola Virus Disease: Checklist for health care organizations (Environment of Care News, Dec 2014)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN1214
  - Joint Commission Resources

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
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Providing a safe physical environment is vital to safe patient care and the safety of everyone in the health care setting. It involves managing medical equipment and utility systems, hazardous materials and waste, security, construction, and fire protection—including life safety (the use of building features as fire protection). Among the resources listed are the Physical Environment web portal, a webinar series, and numerous periodical articles.

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**A Toxic Environment:** Flint, MI, health care organizations respond to lead contamination ([Environment of Care News, Jul 2016](http://bit.ly/1NAJH3R))

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- 2015
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  - Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
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  - SKU# ECN0215
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Clarifications and Expectations | Environment of Care Management Plans: Making sure your plans get the job done *(Environment of Care News, Jun 2013; Perspectives, Jun 2013)*
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  - Joint Commission Resources

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- 2015
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Clarifications and Expectations | How to Plan for Emergency Utility System Disruptions – EC.02.05.01, EPs 8–13 and 16 *(Environment of Care News, Aug 2015; Perspectives, Aug 2015)*
- 2015
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
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  - SKU# ECN0815
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Clarifications and Expectations | Implementing a Robust Equipment Maintenance Program: CMS and The Joint Commission align expectations for alternate maintenance frequencies (Environment of Care News, May 2014; Perspectives, May 2014)

- 2014
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- Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
- Critical Access Hospital, Hospital
- SKU# ECN0514
- Joint Commission Resources

Clarifications and Expectations | Keeping It Clean: The EC professional’s role in supporting thorough and reliable endoscope reprocessing (Environment of Care News, Apr 2014; Perspectives, Apr 2014)

- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# ECN0414
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Clarifications and Expectations | Keeping the Balance: Requirements for relative humidity in anesthetizing locations (Environment of Care News, Aug 2013; Perspectives, Aug 2013)

- 2013
- Periodical Article
- Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# ECN0813
- Joint Commission Resources

Clarifications and Expectations | Living Better in the Built Environment (Environment of Care News, Sep 2015; Perspectives, Sep 2015)

- 2015
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
- All Accreditation Programs/Settings
- SKU# ECN0915
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Clarifications and Expectations | Maintaining Automatic Sprinkler Systems: Progressing further into EC.02.03.05 (Environment of Care News, Jun 2014; Perspectives, Jun 2014)

- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
- All Accreditation Programs/Settings
- SKU# ECN0614
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Clarifications and Expectations | Maintaining Medical Gas Safety: Clarifying storage requirements for freestanding medical gas cylinders (Environment of Care News, Feb 2014; Perspectives, Feb 2014)

- 2014
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- Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN0214
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Clarifications and Expectations | Power Up!: Keeping emergency power generators on call and ready to go 
(Environment of Care News, Jan 2014; Perspectives, Jan 2014)
  ▶ 2014
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  ▶ SKU# ECN0114
  ▶ Joint Commission Resources

Clarifications and Expectations | Remaining Vigilant: Key safety issues to watch for on EC tours 
(Environment of Care News, Oct 2014; Perspectives, Oct 2014)
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Clarifications and Expectations | Preventing Surgical Fires: Making fire safety a top priority in the OR 
(Environment of Care News, Apr 2013; Perspectives, Apr 2013)
  ▶ 2013
  ▶ Periodical Article
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  ▶ Critical Access Hospital, Hospital, Office-Based Surgery Practices
  ▶ SKU# ECN0103
  ▶ Joint Commission Resources

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(Environment of Care News, Sep 2014; Perspectives, Sep 2014)
  ▶ 2014
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  ▶ SKU# ECN0103
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(Environment of Care News, Aug 2016; Perspectives, Aug 2016)
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Clarifications and Expectations | Revised the Statement of Conditions™ (SOC) 
(Environment of Care News, Oct 2016; Perspectives, Oct 2016)
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  ▶ http://bit.ly/1NAJH3R
  ▶ Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
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Facilities-EC & Life Safety (continued)

Clarifications and Expectations | Safety Champions: Making health care safety everyone’s business
(Environment of Care News, Feb 2013; Perspectives, Feb 2013)
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Clarifications and Expectations | Testing and Maintaining Gaseous and Portable Fire Extinguishers
Examining Standard EC.02.03.05, EPs 14–16
(Environment of Care News, Oct 2015; Perspectives, Oct 2015)
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Clarifications and Expectations | Testing and maintaining hoses, dampers, doors and other fire safety equipment: A further examination into
EC.02.03.05 (Environment of Care News, Jun 2016)
▶ 2016
▶ Periodical Article
▶ http://bit.ly/1NAJH3R
▶ Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
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Clarifications and Expectations | Testing Fire Pumps, Standpipe Water Flow, and Kitchen-Based Fire-Extinguishing Systems: Delving further into
EC.02.03.05 (Environment of Care News, May 2015; Perspectives, May 2015)
▶ 2015
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▶ SKU# ECN0515
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Clarifications and Expectations | The Information Collection and Evaluation System (ICES) Simplifying data collection and analysis
(Environment of Care News, May 2013; Perspectives, May 2013)
▶ 2013
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Clarifications and Expectations | The Role of HVAC Systems in Preserving Patient Safety: Aim to maintain high-quality air throughout your facility
(Environment of Care News, Aug 2014; Perspectives, Aug 2014)
▶ 2014
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Facilities-EC & Life Safety (continued)

Clarifications and Expectations | Understanding Key Changes to the Life Safety Standards (Environment of Care News, Jan 2017; Perspectives, Jan 2017)
- 2017
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Home Care, Laboratory, Nursing Care Centers
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Clarifications and Expectations | Understanding Updates to the Life Safety Standards (Environment of Care News, Dec 2016; Perspectives, Dec 2016)
- 2016
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  - Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Home Care, Laboratory, Nursing Care Centers
  - SKU# ECN1216
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Clarifications and Expectations | What the CMS Life Safety Code Waivers Mean for You: Getting your questions answered (Environment of Care News, Nov 2013; Perspectives, Nov 2013)
- 2013
  - Periodical Article
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  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers
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Creating Modules, Reducing Silos *(Leadership Blog, Sep 30, 2015)*
- 2015
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Dental Clinic Surveys: Clarification Regarding Infection Control and Environment of Care *(Environment of Care News, Feb 2015)*
- 2015
- Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care
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Design Rx: New Iowa clinic built carefully around patient needs *(Environment of Care News, Nov 2015)*
- 2015
- Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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Discussing Pressure Differentials
- 2015
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  - Accessible to All
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EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition
- 2017
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EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition
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EC Toolbox I Checklist for compliance with Standard EC.02.03.01 (Environment of Care News, Sep 2016)
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Effective Maintenance and Testing Protects Life Safety | Progressing further into EC.02.03.05: EPs 5 and 6, testing notification devices and no-flow fire pumps (Environment of Care News, Mar 2014)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers
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EC Toolbox | Fire Drill Matrix (Environment of Care News, Aug 2016)
- 2016
  - Periodical Article
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Ensuring Compliance with Life Safety Requirements (Environment of Care News, Dec 2016)
- 2016
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EC Toolbox I Generator Testing Log (Environment of Care News, May 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
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Environment of Care
- Web Portal Home Page
  - http://bit.ly/1m7uDTy
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Environment of Care & Infection Prevention & Control – A Partnership: June 22-23, 2017
- 2017
  - Education Event
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EC Toolbox | Know how to inventory flammable liquids (Environment of Care News, Dec 2015)
- 2015
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Environment of Care & Infection Prevention & Control
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- 2017
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Environment of Care Base Camp: July 11-12, 2017

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Environment of Care/Life Safety Code Webinar Series

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Features of Fire Protection Associated with the Fire Alarm System
- 2016
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Features of Fire Protection (Leadership)
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- Video
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Fire Protection – EC.02.03.05
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Fire Protection – EC.02.03.05 | Example of Improved Compliance
- 2016
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- 2015
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George Mills Explains Ventilation
- 2015
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Getting to Zero: A hospital’s systematic approach to survey readiness *(Environment of Care News, Sep 2015)*
- 2015
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High Voltage, High Priority: Hospital process documents testing, inspection, and maintenance of emergency power supply system *(Environment of Care News, Dec 2016)*
- 2016
- Periodical Article
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Home Oxygen Therapy: Complying with NPSG.15.02.01 *(The Joint Commission Perspectives on Patient Safety, Oct 2010)*
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Information Is Power: Protecting your facility and patients from cybersecurity threats (Environment of Care News, Nov 2016)
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Lessons in Alarm Safety from Uncle Sam: What health care organizations can learn from military alarm management strategies (Environment of Care News, Oct 2014)
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Every truly successful health care organization has an involved and committed leadership. This section provides links to resources—blogs and books, podcasts and periodical articles, webinars and white papers—that guide executive and physician leaders. One of these is the *Physician Leader Monthly*, a newsletter prepared by Joint Commission leadership.

### A Qualitative Analysis of Hospital Leaders’ Opinions About Publicly Reported Measures of Health Care Quality (*Journal on Quality and Patient Safety*, Apr 2015)
- **Year:** 2015
- **Type of resource:** Periodical Article
- **Link:** [http://bit.ly/2gYEiJe](http://bit.ly/2gYEiJe)
- **Accessibility:** Fee-Based (via Elsevier)
- **Applicable accreditation programs/settings:** All Accreditation Programs/Settings
- **Identifier for ordering or referencing:** SKU# JQPS0414
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- **Year:** 2015
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- **Applicable accreditation programs/settings:** Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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- **Source of content:** Joint Commission Resources
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- Hospital
- The Joint Commission

### Improving America’s Hospitals | The Joint Commission’s Annual Report on Quality and Safety – 2007

- **2007**
- Annual Report
- Accessible to All
- Hospital
- The Joint Commission

### Improving America’s Hospitals | The Joint Commission’s Annual Report on Quality and Safety – 2008

- **2008**
- Annual Report
- Accessible to All
- Hospital
- The Joint Commission

### Improving America’s Hospitals | The Joint Commission’s Annual Report on Quality and Safety – 2009

- **2009**
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- The Joint Commission

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- **2010**
- Annual Report
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### Improving America’s Hospitals | The Joint Commission’s Annual Report on Quality and Safety – 2011

- **2011**
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- Critical Access Hospital, Hospital
- The Joint Commission

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- **2012**
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- Critical Access Hospital, Hospital
- The Joint Commission
Governance & Leadership (continued)

Improving America’s Hospitals | The Joint Commission’s Annual Report on Quality and Safety – 2013
► 2013
► Annual Report
► http://bit.ly/1HClQZR
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

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► 2014
► Annual Report
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

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► 2015
► Annual Report
► http://bit.ly/29eFbJg
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

Improving America’s Hospitals: The Joint Commission’s Annual Report on Quality and Safety 2016
► 2016
► Annual Report
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

Increasing Throughput: Results from a 42-Hospital Collaborative to Improve Emergency Department Flow (Journal on Quality and Patient Safety, Dec 2015)
► 2015
► Periodical Article
► http://bit.ly/29oFbJg

► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital
► SKU# JQPS1215
► Joint Commission Resources

Instituting a Culture of Professionalism: The Establishment of a Center for Professionalism and Peer Support (Journal on Quality and Patient Safety, Apr 2014)
► 2014
► Periodical Article
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS014
► Joint Commission Resources

Joint Commission Accreditation and Specialty Certifications for Nursing Care Centers: Gaining a Quality-Focused Competitive Edge: Nov 20, 2014
► 2014
► Webinar, Slide Presentation
► Accessible to All
► Nursing Care Centers
► The Joint Commission

Leadership for Transformational Change in Quality and Safety
► 2013
► Webinar, Slide Presentation
► http://bit.ly/1K1W0r9
► Accessible to All
► Critical Access Hospital, Hospital
► SKU# FR1021
► Joint Commission Resources

Leadership in Healthcare Organizations: A Guide to Joint Commission Leadership Standards
► 2009
► White Paper
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission
Leading the way to high reliability by communicating and connecting (*Leadership Blog*, Oct 13, 2013)
- 2013
- Blog
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

Lessons Learned on a Journey from Surgeon to Chief Quality Officer (*Journal on Quality and Patient Safety*, Feb 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0216
- Joint Commission Resources

Leveraging Specialty Certifications to Grow Census: Jul 30, 2015
- 2015
- Webinar, Slide Presentation
- Accessible to All
- Nursing Care Centers
- The Joint Commission

Listening and communicating = patient satisfaction and better care (*Leadership Blog*, Sep 18, 2013)
- 2013
- Blog
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- All Accreditation Programs/Settings
- The Joint Commission

Managing Disruptions to Patient Flow Capacity: Rapid-Cycle Improvement in a Pediatric Cardiac Procedure Complex (*Journal on Quality and Patient Safety*, Jul 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0716
- Joint Commission Resources

**National Summit on Overuse | Bernard M. Rosof, M.D., Chair, American Medical Association – Convened PCPI**
- 2012
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

**National Summit on Overuse | Mark R. Chassin, M.D., FACP, M.P.P., M.P.H., president, The Joint Commission**
- 2012
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

**National Summit on Overuse | Rosemary Gibson, author and national leader in health care quality and safety**
- 2012
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
On the CUSP: Implementing Cultural Change and Improving Patient Safety *(The Source, Jan 2015)*
- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0115
  - The Joint Commission

Patient Safety Culture and the Second Victim Phenomenon: Connecting Culture to Staff Distress in Nurses *(Journal on Quality and Patient Safety, Aug 2016)*
- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0816
  - Joint Commission Resources

Patient Safety Initiative: Hospital Executive and Physician Leadership Strategies
- 2014
  - E-Resource
  - Complimentary to Customers
  - Critical Access Hospital, Hospital
  - SKU# FR1016
  - Joint Commission Resources

Perspectives on Patient Safety | Study: England Hospital Board Chairs More Attentive to Safety and Quality than US Counterparts *(The Source, Jan 2014)*
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0114
  - Joint Commission Resources

Physician Leader Monthly
- Newsletter

- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- All Accreditation Programs/Settings
- The Joint Commission

Planning for the Journey *(Leadership Blog, Nov 10, 2015)*
- 2015
  - Blog
  - [http://bit.ly/1Q5Ud2m](http://bit.ly/1Q5Ud2m)
  - Accessible to All
  - Critical Access Hospital, Hospital
  - All Accreditation Programs/Settings
  - The Joint Commission

Positioning Your Organization as a Quality Partner: Transitioning into Skilled Services: Jun 13, 2013
- 2013
  - Webinar, Slide Presentation
  - Accessible to All
  - Home Care
  - The Joint Commission

R³ Report – Issue 4: Patient flow through the emergency department
- 2012
  - E-Resource
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Redefining Overuse to Include Costs: A Decision Analysis for Computed Tomography in Minor Head Injury *(Journal on Quality and Patient Safety, Jul 2015)*
- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0715
  - Joint Commission Resources
Saving lives in emergencies takes planning and training (Leadership Blog, Jul 2, 2013)
- 2013
- Blog
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Sentinel Event Alert | Issue 43: Leadership Committed to Safety
- 2009
- Alert
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Sentinel Event Alert | Issue 57: The essential role of leadership in developing a safety culture
- 2017
- Alert
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD): CLIA Certificates – Specialties and Subspecialties
- 2016
- FAQ
- Accessible to All
- Laboratory
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD): Consultants – Requirements
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD): Contracted Services – Applicability to Joint Commission Standards
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD): Contracted Services – Human Resource Record Review During Survey
- 2016
- FAQ
- Accessible to All
- Nursing Care Centers
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD): Contracted Services – Organization’s Responsibilities
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD): Laboratory Director Of Record – Definition
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission
Standards Interpretation FAQs | Leadership (LD):
Laboratory Test Complexity – Waived, Moderate and High

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Advanced Practice Nurses and Formal Collaborative Agreements With Physicians

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Advanced Practice Nurses and Physician Supervision

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Led By Advanced Practice Nurses

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Physician Participation – Available In Person

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Physician Participation – On Staff or Contracted

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Physician Participation On Interdisciplinary Team

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Standards Interpretation FAQs | Leadership (LD):
Primary Care Medical Home – Physician Participation On Interdisciplinary Team Physical Presence

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

- 2016
  - FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

 Standards Interpretation FAQs | Leadership (LD): Records and Documentation – Format/Availability

- 2016
  - FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

 Standards Interpretation FAQs | Leadership (LD): Records and Documentation – Retention

- 2016
  - FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

 Stewardship as a Shared Mental Model for Health Care Management and Delivery, Part 2 (Journal on Quality and Patient Safety, Dec 2015)

- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# TS1215
  - Joint Commission Resources


- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# JQPS1214
  - Joint Commission Resources

 Strategies for Creating, Sustaining, and Improving a Culture of Safety in Health Care, 2nd Edition (Journal on Quality and Patient Safety, Dec 2014)

- 2017
  - E-Book
  - http://bit.ly/2mWCy76
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBSIHCS17, ISBN# 9781599409474
  - The Joint Commission, Joint Commission Resources

 Strategies for Creating, Sustaining, and Improving a Culture of Safety in Health Care, 2nd Edition (The Source, Nov 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS1115
  - Joint Commission Resources

 Stewardship as a Shared Mental Model for Health Care Management and Delivery, Part 1 (The Source, Nov 2015)

- 2015
  - Periodical Article
  - http://bit.ly/2mWCy76
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# SIHCS17, ISBN# 9781599409467
  - The Joint Commission, Joint Commission Resources
Supporting the Work of Physician Leaders
► 2013
► Video
► http://bit.ly/1Ek2nzA
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► All Accreditation Programs/Settings
► The Joint Commission

Teaming Up Against Workplace Violence (Leadership Blog, Oct 19, 2016)
► 2016
► Blog
► http://bit.ly/2ev0aMO
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

The alarming world (Leadership Blog, Jul 17, 2013)
► 2013
► Blog
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

► 2016
► Webinar, Slide Presentation
► http://bit.ly/29hPte0
► Accessible to All
► Nursing Care Centers
► The Joint Commission

► 2012
► E-Book
► http://bit.ly/1SCuQdb
► Fee-Based
► Critical Access Hospital, Hospital
► SKU# EBPSOH12, ISBN# 978-1-59940-704-3
► Joint Commission Resources

► 2012
► Soft-Cover Book
► http://bit.ly/1SCuQdb
► Fee-Based
► Critical Access Hospital, Hospital
► SKU# PSOH12, ISBN# 978-1-59940-703-6
► Joint Commission Resources

The Impact of the Affordable Care Act on Health Care Alliances’ Quality Improvement Efforts in Targeted Communities: Perceptions of Health Care Alliance Leaders (Journal on Quality and Patient Safety, Mar 2016)
► 2016
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0316
► Joint Commission Resources

The Vidant Health Quality Transformation (Journal on Quality and Patient Safety, May 2014)
► 2014
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► The Joint Commission

Tracer Methodology 101 | Defining Leadership Roles in Comprehensive Stroke Care (The Source, Oct 2016)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► Ambulatory Health Care
► SKU# TS1016
► Joint Commission Resources
Tracer Methodology 101 | Patient Flow Tracer in a Level I Trauma Center (The Source, Dec 2014)
► 2014
► Periodical Article
► Fee-Based (via subscription)
► Hospital
► SKU# TS1214
► Joint Commission Resources

Understanding Patient, Provider, and System Factors Related to Medicaid Readmissions (Journal on Quality and Patient Safety, Mar 2016)
► 2016
► Periodical Article
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0316
► Joint Commission Resources

Using Coworker Observations to Promote Accountability for Disrespectful and Unsafe Behaviors by Physicians and Advanced Practice Professionals (Journal on Quality and Patient Safety, Apr 2016)
► 2016
► Periodical Article
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0416
► Joint Commission Resources

Using Multidisciplinary Rounds to Improve Patient Safety Through Venous Thromboembolism Prevention Awareness (Journal on Quality and Patient Safety, Sep 2015)
► 2015
► Periodical Article
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital
► SKU# JQPS0915
► Joint Commission Resources

Walkrounds in Practice: Corrupting or Enhancing a Quality Improvement Intervention? A Qualitative Study (Journal on Quality and Patient Safety, Jul 2014)
► 2014
► Periodical Article
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital, Nursing Care Centers
► SKU# JQPS0714
► Joint Commission Resources

What hurts your patients can also hurt your staff (Leadership Blog, Nov 25, 2013)
► 2013
► Blog
► http://bit.ly/20TFtM4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission
Health information technology (IT), including the use of electronic health records (EHRs), is rapidly evolving, which presents new challenges—and opportunities—to health care organizations. Periodical articles detailing organization initiatives and resources related to the recent sentinel event alert on this topic are among the resources listed in this section.

**A Novel Design for Drug-Drug Interaction Alerts Improves Prescribing Efficiency (Journal on Quality and Patient Safety, Sep 2015)**
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- SKU# JQPS0915
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- Joint Commission Resources

**A Practical Guide to Documentation in Behavioral Health Care, Fourth Edition**
- 2012
- E-Book
- http://bit.ly/1TOvho5
- Fee-Based
- Behavioral Health Care
- SKU# EBBH12, ISBN# 978-1-59940-749-4
- Joint Commission Resources

**Benchmarks: Moving Ahead: An Update on E-Measures (The Source, Mar 2014)**
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0314
- Joint Commission Resources

**CJCP™: Certified Joint Commission Professional™: Spotlight on the “Record of Care, Treatment, and Services” Chapter (The Source, Jan 2017)**
- 2017
- Periodical Article
- Fee-Based (via subscription)
- Hospital
- SKU# TS0117
- Joint Commission Resources

**CJCP® Certification Joint Commission Professional™ | Focus on Information Management (The Source, Aug 2013)**
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0813
- Joint Commission Resources

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0815
- Joint Commission Resources

Developing and Evaluating an Automated All-Cause Harm Trigger System (*Journal on Quality and Patient Safety*, Apr 2017)

- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital
- SKU# JSPS0417
- Joint Commission Resources

Development and Evaluation of an Electronic Health Record–Based Best-Practice Discharge Checklist for Hospital Patients (*Journal on Quality and Patient Safety*, Mar 2015)

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0315
- Joint Commission Resources

Development of a Web-Based Surgical Booking and Informed Consent System to Reduce the Potential for Error and Improve Communication (*Journal on Quality and Patient Safety*, Mar 2014)

- 2014
- Fee-Based (via Elsevier)


- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0915
- Joint Commission Resources


- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JSPS0816
- Joint Commission Resources

Enhancing Electronic Health Record Usability in Pediatric Patient Care: A Scenario-Based Approach (*Journal on Quality and Patient Safety*, Mar 2013)

- 2013
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital
- SKU# JQPS0313
- Joint Commission Resources

Factors Potentially Leading to Health IT-Related Sentinel Events (*The Source*, Jun 2015)

- 2015
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0615
- Joint Commission Resources
Health IT & EHRs (continued)

5 Sure-Fire Methods | Complying with RC.01.01.01 for Behavioral Health Care (The Source, Apr 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Behavioral Health Care
- SKU# TS0415
- Joint Commission Resources

Health Information Technology: Understanding the Risks (The Source, Sep 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0915
- Joint Commission Resources

Improving Diagnostic Safety in Primary Care by Unlocking Digital Data (Journal on Quality and Patient Safety, Jan 2017)
- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Healthcare, Critical Access Hospital, Hospital
- SKU# JQPS0117
- Joint Commission Resources

Information Gaps in Newborn Care and Their Potential for Harm (Journal on Quality and Patient Safety, May 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# TS0515
- Joint Commission Resources

Information Is Power: Protecting your facility and patients from cybersecurity threats (Environment of Care News, Oct 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN1116
- Joint Commission Resources

Investigating and Preventing Health Information Technology-Related Patient Safety Events
- 2015
- Online Course
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Meaningful Use Status and Participation in Health Information Exchange Among New York State Hospitals: A Longitudinal Assessment (Journal on Quality and Patient Safety, Oct 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- Joint Commission Resources

Medical Identity Theft: Prevention and Reconciliation Initiatives at Massachusetts General Hospital (Journal on Quality and Patient Safety, Jul 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0714
- Joint Commission Resources
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU#JSPS0816
- Joint Commission Resources

Monitoring the Harm Associated with Use of Anticoagulants in Pediatric Populations Through Trigger-Based Automated Adverse-Event Detection (Journal on Quality and Patient Safety, Mar 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0415
- Joint Commission Resources

Moving Ahead: An Update on E-Measures (The Source, May 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0415
- Joint Commission Resources

Perspectives on Patient Safety | Federal Agency Issues Final Rule on Health IT (The Source, Dec 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- Nursing Care Centers
- SKU# TS12116
- Joint Commission Resources

- 2017
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital, Nursing Care Centers
- SKU# TS0317
- Joint Commission Resources

- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0516
- Joint Commission Resources

Preventing copy-and-paste errors in EHRs (Quick Safety! – Issue 11, Feb 2015)
- 2015
- Newsletter
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Safe Health IT Infographic
- 2015
- Poster
- http://bit.ly/1QKnjZt
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
Safe Health IT Saves Lives
- 2015
- Video
  - http://bit.ly/1QKnjZ1
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Safety Tip of the Month: Verbal orders (JCI Insight, Aug 2016)
- 2016
- Newsletter
  - Accessible to All
  - All JCI Accreditation Programs/Settings
  - Joint Commission International

Sentinel Event Alert | Issue 42: Safely Implementing Health Information and Converging Technologies
- 2008
- Alert
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Sentinel Event Alert | Issue 54: Safe Use of Health Information Technology
- 2015
- Alert
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Standards Interpretation FAQs | Document and Process Control (DC): Record Retention – Instrument Printouts
- 2016
- FAQ
  - Accessible to All
  - Laboratory
  - The Joint Commission

Standards Interpretation FAQs | Information Management (IM): Abbreviation List – Options
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Information Management (IM): Medical Record – Security
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Critical Access Hospital, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Authentication – Licensed Independent Practitioner Authority
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Hospital, Nursing Care Centers
  - The Joint Commission
Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): History and Physical – Dictated not Transcribed
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Hospital
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical Record – Authentication Date/Time
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical Record – Authentication Time Frame
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical Record – Laboratory Requirements
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical Record – Preferred Language
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Hospital
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical/Clinical Record – Authentication Document
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medication Order – Content
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Ambulatory Health Care, Hospital
► The Joint Commission

Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medication Order – Content1
► 2016
► FAQ
► http://bit.ly/1лизNi
► Accessible to All
► Home Care
► The Joint Commission
Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Operative Reports – Timeframe of Dictation or Written

➤ 2016
➤ FAQ
➤ http://bit.ly/1lzisNI
➤ Accessible to All
➤ Ambulatory Health Care, Office-Based Surgery Practices
➤ The Joint Commission

Take 5 with The Joint Commission I Safe Use of Health Information Technology

➤ 2015
➤ Podcast
➤ http://bit.ly/1nAxv4
➤ Accessible to All
➤ All Accreditation Programs/Settings
➤ The Joint Commission

The Contribution of Sociotechnical Factors to Health Information Technology–Related Sentinel Events (Journal on Quality and Patient Safety, Feb 2016)

➤ 2016
➤ Periodical Article
➤ http://bit.ly/2gYEiJe
➤ Fee-Based (via Elsevier)
➤ All Accreditation Programs/Settings
➤ SKU# JQPS0216
➤ Joint Commission Resources

The Effects of Electronic Prescribing by Community-Based Providers on Ambulatory Medication Safety (Journal on Quality and Patient Safety, Dec 2013)

➤ 2013
➤ Periodical Article
➤ http://bit.ly/2gYEiJe
➤ Fee-Based (via Elsevier)
➤ Ambulatory Health Care
➤ SKU# JQPS1213
➤ Joint Commission Resources

Tracer Methodology 101 | Health Information Tracer for Nursing Care Centers (The Source, Nov 2014)

➤ 2014
➤ Periodical Article
➤ Fee-Based (via subscription)
➤ Nursing Care Centers
➤ SKU# TS1114
➤ Joint Commission Resources

Tracer Methodology 101: Information Management Tracer in a Nursing Care Center (The Source, Mar 2017)

➤ 2017
➤ Periodical Article
➤ Fee-Based (via subscription)
➤ Nursing Care Centers
➤ SKU# TS0317
➤ Joint Commission Resources

Using an Electronic Perioperative Documentation Tool to Identify Returns to Operating Room (ROR) in a Tertiary Care Academic Medical Center (Journal on Quality and Patient Safety, Mar 2017)

➤ 2017
➤ Periodical Article
➤ http://bit.ly/2gYEiJe
➤ Fee-Based (via Elsevier)
➤ Critical Access Hospital, Hospital
➤ SKU# JQPS0317
➤ Joint Commission Resources

Using Information Technology to Improve Adult Immunization: Delivery in an Integrated Urban Health System (Journal on Quality and Patient Safety, Jan 2012)

➤ 2012
➤ Periodical Article
➤ http://bit.ly/1J1Saxo
➤ Accessible to All
➤ All Accreditation Programs/Settings
➤ SKU# FR043, SKU# JQPS0116
➤ Joint Commission Resources
The quality of a health care organization’s care, treatment, and services depends on its providers. Issues and processes surrounding qualification and competencies as well as staff orientation and training (including simulation) are addressed in the range of periodical articles listed as resources in this section.

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- 2015
- Periodical Article
- Fee-Based (via subscription)
- Home Care
- SKU# TS1215
- Joint Commission Resources

**Barriers and Facilitators for Taking Action After Classroom-Based Crew Resource Management Training at Three ICUs (Journal on Quality and Patient Safety, Jul 2014)**

- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0714
- Joint Commission Resources

**Benchmark | St. Bernards Medical Center Improves Performance with Staff Education (The Source, Nov 2014)**

- 2014
- Periodical Article
- Fee-Based (via subscription)
- Hospital
- SKU# TS1114
- Joint Commission Resources

**CJCP® Certification Joint Commission Professional™ | Focus on the “Human Resources” Chapter (The Source, Oct 2016)**

- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS1016
- Joint Commission Resources

**Competencies for Patient Safety and Quality Improvement: A Synthesis of Recommendations in Influential Position Papers (Journal on Quality and Patient Safety, Apr 2016)**

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0416
- Joint Commission Resources
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<td>Ensuring Staff Competency: Complying with HR.01.6.01 <em>(The Source, Jan 2014)</em></td>
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*The Joint Commission Enterprise Content Library*
### Safety Tip of the Month: Simulations *(JCI Insight, Nov 2016)*

- 2016
  - Newsletter Article
  - Accessible to All
  - All JCI Accreditation Programs/Settings
  - Joint Commission International

### Saving the “Second Victim”: Helping the Clinicians Involved in Patient Safety Events *(The Source, Jan 2014)*

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0114
  - The Joint Commission

### Standards Interpretation FAQs | Equipment Management (EQ): Human Resource Standards – Applicability to Contracted and Volunteer Personnel

- 2016
  - FAQ
  - Accessible to All
  - Home Care
  - The Joint Commission

### Standards Interpretation FAQs | Human Resources (HR): Contract and Volunteer Personnel – Applicability of Standards

- 2016
  - FAQ
  - Accessible to All
  - Behavioral Health Care
  - The Joint Commission

### Standards Interpretation FAQs | Human Resources (HR): Contracted Services – Applicability to Contracted and Volunteer Personnel

- 2016
  - FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission

### Standards Interpretation FAQs | Human Resources (HR): Contracted Services – Standards Applicability

- 2016
  - FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission

### Standards Interpretation FAQs | Human Resources (HR): Credentialing – Non-licensed, Non-employee Individuals – Oversight Expectations

- 2016
  - FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission

### Standards Interpretation FAQs | Human Resources (HR): Credentialing and Privileging – Hospital-Based Behavioral Health Care Settings Surveyed Under the Behavioral Health Care Manual

- 2016
  - FAQ
  - Accessible to All
  - Behavioral Health Care
  - The Joint Commission

### Standards Interpretation FAQs | Human Resources (HR): Credentialing and Privileging – Hospital-Based Nursing Care Center

- 2016
  - FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission
Human Resources (continued)

Standards Interpretation FAQs | Human Resources (HR): Credentialing and Privileging – Peer References
- 2016
- FAQ
- Accessible to All
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- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Criminal Background Checks – Requirements
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Health Screening – Staff
- 2016
- FAQ
- Accessible to All
- Behavioral Health Care
- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Histopathology Grossing – Individual Qualifications
- 2016
- FAQ
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Standards Interpretation FAQs | Human Resources (HR): Human Resource Standards – Applicability to Contracted and Volunteer Personnel
- 2016
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- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Joint Commission Accredited Contract – Applicability of Standards
- 2016
- FAQ
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- Ambulatory Health Care, Behavioral Health Care
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Standards Interpretation FAQs | Human Resources (HR): Laboratory and Point-of-Care Testing Personnel – Evidence of Qualifications
- 2016
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- Accessible to All
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Standards Interpretation FAQs | Human Resources (HR): Non-licensed, Non-employee Individuals – Oversight expectations
- 2016
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Standards Interpretation FAQs | Human Resources (HR): Non-waived Testing – Competency
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Standards Interpretation FAQs | Human Resources (HR): Primary Source Verification – Definition
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Standards Interpretation FAQs | Human Resources (HR): Primary Source Verification – Licensed Independent Practitioners Education
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► Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Privileges – Permission to Administer Moderate Sedation
► 2016
► FAQ
► Accessible to All

Standards Interpretation FAQs | Human Resources (HR): Privileges/Affiliation/Work History – Verification at other Healthcare Organizations
► 2016
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► Behavioral Health Care
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Standards Interpretation FAQs | Human Resources (HR): Privileging – National Practitioner Databank
► 2016
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Standards Interpretation FAQs | Human Resources (HR): Provider Performed Microscopy Procedure (PPMP) – Personnel Requirements
► 2016
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Standards Interpretation FAQs | Human Resources (HR): Reappointment – Clinical Responsibilities
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<th>Competence Assessment Tracer in a Hospital (The Source, Jan 2015)</th>
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In any health care setting, implementing infection control practices, including those for health care–
associated (HAI) infections, is essential for ensuring the health and safety of patients as well staff,
providers, and visitors. In this section, links to an array of infection control resources are provided,
such as a podcast series, the Infection Prevention and HAI web portal, and periodical articles on
infection tracers.

**KEY**

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**Accelerating the Diagnosis and Treatment of Sepsis**

- 2012
- Video
- http://bit.ly/1IWkNYm
- Accessible to All
- Critical Access Hospital, Hospital, Nursing Care Centers
- Center for Transforming Health Care

**ADOPT Guidance Project – Updating an Important Collaborative Effort** (*Ambulatory Buzz, Aug 30, 2016*)

- 2016
- Blog
- Accessible to All
- Ambulatory Health Care, Office-Based Surgery Practices
- The Joint Commission

**Antibiotic Stewardship Program Protects Patients: Barnes-Jewish Hospital Revamps Program** (*Perspectives on Patient Safety, Jan 2010*)

- 2010
- Periodical Article
- Accessible to All
- All Accreditation Programs/Settings
- SKU# PPS0110
- Joint Commission Resources
Antibiotics for the Common Cold (Viral Upper Respiratory Infections): Donne E. Sweet, M.D., AAHIVS, MACP, American College of Physicians

- 2012
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Antimicrobial Stewardship Toolkit

- 2012
- Toolkit
- Accessible to All
- All Accreditation Programs/Settings
- SKU# FR1007
- Joint Commission Resources, Joint Commission International, The Joint Commission

Applying High Reliability Principles to Infection Prevention and Control in Long Term Care

- 2014
- E-Resource
- Accessible to All
- Nursing Care Centers
- The Joint Commission

Applying the Evidence: Ensuring Compliance with National Patient Safety Goal NPSG.07.06.01 (The Source, Aug 2016)

- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0816
- Joint Commission Resources

“Ask Me If I’ve Washed My Hands” Buttons – Packs of 10 (Spanish)

- 2008
- Buttons
  - http://bit.ly/1K1fIFv
- Fee-Based
- All Accreditation Programs/Settings
- SKU# HHB05SP
- Joint Commission Resources, Joint Commission International

“Ask Me If I’ve Washed My Hands” Buttons – Packs of 10 (English)

- 2008
- Buttons
  - http://bit.ly/1K1fIFv
- Fee-Based
- All Accreditation Programs/Settings
- SKU# HHB05
- Joint Commission Resources, Joint Commission International

Assessment of Endoscope Reprocessing Using Peer-to-Peer Assessment Through a Clinical Community (Journal on Quality and Patient Safety, Jun 2016)

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office Based Surgery Practices
- SKU# JQPS0616
- Joint Commission Resources

Be Prepared to Respond to Ebola Virus Disease: Checklist for health care organizations (Environment of Care News, Dec 2014)

- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN1214
- Joint Commission Resources
### Benchmark | Improving Performance on Health Care–Associated Bloodstream Infections in Newborns *(The Source, Jan 2014)*

- **2014**
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0114
  - Joint Commission Resources

### Benchmark | Improving Performance on Influenza Vaccination Measures *(The Source, Jun 2014)*

- **2014**
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0514
  - Joint Commission Resources


- **2012**
  - Hard-Cover Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# BPIPC11, ISBN# 978-1-59940-619-0
  - Joint Commission Resources

### Best Practices on Reducing EEDs

- **2012**
  - Booklet
  - Accessible to All
  - Hospitals
  - SKU# FR1034
  - Joint Commission Resources, Joint Commission International

### Best Practices on Reducing VAPs

- **2012**
  - Booklet
  - Accessible to All
  - Hospitals
  - SKU# FR1035
  - Joint Commission Resources, Joint Commission International

### Beyond the Collaborative: Spreading Effective Improvement in Hand Hygiene Compliance *(Journal on Quality and Patient Safety, Jan 2015)*

- **2015**
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0115
  - Joint Commission Resources

### Beyond the Quick Swab: Improving Rapid Influenza Testing

- **2014**
  - Video
  - Accessible to All
  - Ambulatory Health Care
  - The Joint Commission
► 2015
► Periodical Article
► Fee-Based (via Elsevier)
► Home Care
► SKU# JQPS0415
► Joint Commission Resources

Case Study: Central DuPage Hospital Fights Back Against Central Line Infections (*Perspectives on Patient Safety*, Mar 2011)
► 2011
► Periodical Article
► [http://bit.ly/1E03r0E](http://bit.ly/1E03r0E)
► Accessible to All
► Critical Access Hospitals, Hospitals
► SKU# FR1039, SKU# PPS0311
► Joint Commission Resources, The Joint Commission

Caution on Campus: Yale Shows How a University with a Hospital Can Prepare for a Pandemic or Another Emergency (*Environment of Care News*, May 2013)
► 2013
► Periodical Article
► Fee-Based (via subscription)
► Critical Access Hospital, Hospital
► SKU# FR1015, SKU# ECN0513
► Joint Commission Resources

► 2016
► Periodical Article
► Fee-Based (via subscription)
► Hospital
► SKU# TS0816
► Joint Commission Resources

**CLABSI Toolkit – Infographic**
► 2012
► Poster
► Accessible to All
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<th>National Patient Safety Goals (NSPG): CDC or WHO – Artificial Nails</th>
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Hand Hygiene – CDC or WHO – Choosing Guidelines

► 2016
► FAQ
► Accessible to All
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Hand Hygiene – Monitoring

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► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Hand Hygiene – Physical Care

► 2016
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► Accessible to All
► Ambulatory Health Care, Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Methicillin Resistant Staphylococcus (MRSA) – Screening

► 2016
► FAQ
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Multiple Drug-resistant Organism – Surveillance

► 2016
► FAQ
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission
Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Pressure Ulcer – Decubitus Ulcers vs. Pressure Ulcers

- 2016
- FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Pressure Ulcer – Prevention Actions

- 2016
- FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Pressure Ulcer – Risk Assessment

- 2016
- FAQ
  - Accessible to All
  - Nursing Care Centers
  - The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Surgical Site Infections (SSI) – Surveillance

- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - The Joint Commission

“Stopping Infection Is In Our Hands” Buttons – Packs of 10 (English)

- 2008
- Buttons

- Fee-Based
- All Accreditation Programs/Settings
- SKU# HHB08
- Joint Commission Resources, Joint Commission International

Strategies for Improving Health Care Personnel Influenza Vaccination Rates

- 2012
- Chart
  - http://bit.ly/22dZm0N
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Strategies for Improving Rapid Influenza Testing – Infographic

- 2013
- Poster
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Strategies for Improving Rapid Influenza Testing and Treatment in Ambulatory Settings (SIRAS)

- 2014
- Online Course
  - Accessible to All
  - Ambulatory Health Care, Office-Based Surgery Practices
  - The Joint Commission

Superbug reveals challenges with high-level disinfection (Quick Safety! – Issue 11, Mar 2015)

- 2015
- Newsletter
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission
Surgical Site Infections
► 2010
► Web Portal Home Page
► http://bit.ly/1nJTbZL
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► Center for Transforming Health Care

Sustaining and Spreading Improvement in Hand Hygiene Compliance (Journal on Quality and Patient Safety, Jan 2015)
► 2015
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► Joint Commission Resources

Tackling Surgical Site Infections
► 2010
► Video
► http://bit.ly/1iWkNYm
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► Center for Transforming Health Care

Take 5 with The Joint Commission | Free Guide for NPSG on Preventing Surgical Site Infections
► 2013
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Managing Risk During Transition to New ISO Tubing Connector Standards
► 2014
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Antibiotics—Know the Facts
► 2015
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Avoid a Return Trip to the Hospital
► 2015
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Confronting Infection Prevention and Control
► 2014
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | Influenza Vaccination of Health Care Personnel
► 2014
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission
Infection Control (continued)

Take 5 with The Joint Commission | New TQ hand hygiene compliance data says it all
► 2013
► Podcast
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | On Rapid Influenza Testing
► 2013
► Podcast
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | Removing treatment barriers for patients with sepsis
► 2014
► Podcast
► Accessible to All
► Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
► The Joint Commission

Take 5 with The Joint Commission | The Contagious Patient
► 2014
► Podcast
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Vial Safety
► 2014
► Podcast
► Accessible to All

► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | What Parents Need To Know About Enterovirus 68
► 2014
► Podcast
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | New Standards BoosterPak™ now available – High-Level Disinfection (HLD) and Sterilization
► 2016
► Podcast
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take That Back: How to handle medical device recalls (Environment of Care News, Jun 2015)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# ECN0615
► Joint Commission Resources

Targeted Solutions Tool®: Hand Hygiene
► 2009
► E-Resource
► Joint Commission Connect™ (customer extranet)
► Complimentary to Customers
► All Accreditation Programs/Settings
► Center for Transforming Health Care
Infection Control (continued)

Tdap Vaccination Strategies for Adolescents and Adults, Including Health Care Personnel: Strategies from Research and Practice
- 2011
  - Monograph
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Teleconference on Behavioral Health Care Standard IC.02.04.01
- 2011
  - Slide Presentation
  - http://bit.ly/1nO7uH4
  - Accessible to All
  - Behavioral Health Care
  - The Joint Commission

The APIC/JCR Infection Prevention and Control Workbook, Third Edition
- 2017
  - E-Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBICSA16, ISBN# 9781599409450
  - Joint Commission Resources

The APIC/JCR Infection Prevention and Control Workbook, Third Edition
- 2017
  - Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# ICSA16, ISBN# 9781599409443
  - Joint Commission Resources

Teleconference on Standard IC.02.04.01 (Non-Acute) Non-Acute Programs
- 2011
  - Slide Presentation
  - http://bit.ly/1PDi3a3
  - Accessible to All

- Ambulatory Health Care, Behavioral Health Care, Home Care, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

The Infection Prevention and HAI Portal
- Web Portal Home Page
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

The Joint Commission’s Implementation Guide for NPSG.07.05.01 on Surgical Site Infections
- 2013
  - E-Book
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

The Joint Commission Big Book of Checklists
- 2016
  - E-Book
  - http://bit.ly/2hP0drj
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBJCCHK16, ISBN# 978-1-59940-940-5
  - Joint Commission Resources

The Joint Commission Big Book of Checklists
- 2016
  - Soft-Cover Book
  - http://bit.ly/2hP0drj
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# JCCHK16, ISBN# 978-1-59940-939-9
  - Joint Commission Resources
The Road Ahead: Understanding Infection Prevention and Control Standards Update for 2017 (The Source, Oct 2016)

- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS1016
  - Joint Commission Resources

The Sepsis Early Recognition and Response Initiative (SERRI) (Journal on Quality and Patient Safety, Mar 2016)

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0316
  - Joint Commission Resources

Top News | CDC: Improve Water Management to Prevent Legionnaires’ Outbreaks (Environment of Care News, Jul 2016)

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
  - SKU# ECN0716
  - Joint Commission Resources

Tracer Methodology 101 | Infection Prevention and Control Tracer in an Ambulatory Surgery Center (The Source, Oct 2014)

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Office-Based Surgery Centers
  - SKU# TS1014
  - Joint Commission Resources

Training for a Pandemic: How OSF HealthCare used emergency preparedness principles to boost vaccination rates (Environment of Care News, Dec 2014)

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN1214
  - Joint Commission Resources

Troubled Waters: Managing hospital risks associated with an interrupted or contaminated water supply (Environment of Care News, Nov 2015)

- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care
  - SKU# ECN1115
  - Joint Commission Resources

Using Information Technology to Improve Adult Immunization: Delivery in an Integrated Urban Health System (Journal on Quality and Patient Safety, Jan 2012)

- 2012
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# FR043, SKU# JQPS0116
  - Joint Commission Resources
Using the Risk Assessment to Set Goals and Develop the Infection Prevention and Control Plan
► 2010
► Book Chapter
► http://bit.ly/1PiKDuR
► Accessible to All
► All Accreditation Programs/Settings
► SKU# FR1044
► Joint Commission Resources, The Joint Commission

What hurts your patients can also hurt your staff (Leadership Blog, Nov 25, 2013)
► 2013
► Blog
► http://bit.ly/20TFtM4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Using the Targeted Solutions Tool® to Improve Hand Hygiene Compliance Is Associated with Decreased Health Care–Associated Infections (Journal on Quality and Patient Safety, Jan 2016)
► 2016
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0116
► Joint Commission Resources

What we can learn from the Ebola Emergencies: Ebola-treating hospitals talk about managing infectious disease (Environment of Care News, Apr 2015)
► 2015
► Periodical Article
► http://bit.ly/1NAJH3R
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# ECN0415
► Joint Commission Resources

Variability of Surveillance Practices for Central Line–Associated Bloodstream Infections and Its Implications for Health Care Reform (Benchmark, Mar/Apr 2011)
► 2011
► Periodical Article
► http://bit.ly/1PAWfM6
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► Joint Commission Resources

Your Lab and Ebola: What you need to know from the CDC and The Joint Commission
► 2015
► Webinar
► Accessible to All
► Laboratory
► The Joint Commission

Your Lab and Ebola: What you need to know from the CDC and The Joint Commission
► 2015
► Webinar
► Accessible to All
► Laboratory
► The Joint Commission

Your Lab and Ebola: What you need to know from the CDC and The Joint Commission
► 2015
► Webinar
► Accessible to All
► Laboratory
► The Joint Commission
From medical test mistakes to proficiency testing to quality systems assessments (QSA), laboratory testing activities are under the microscope. The listed links in this section take you to resources—such as periodical articles on lab tracers—that will help clarify the issues and suggest strategies for improvement.

### KEY

- **Resource name**
- Year published
- Type of resource
- Link
- Accessibility (accessible to all, fee-based, or complimentary to customers)
- Applicable accreditation programs/settings
- Identifier for ordering or referencing
- Source of content

### 2017 Comprehensive Accreditation Manual for Laboratory and Point-of-Care Testing (CAMLAB)

- 2017
- E-dition
- Joint Commission Connect™ (customer extranet) Complimentary to Customers
- Laboratory
- Joint Commission Resources

### 2017 Comprehensive Accreditation Manual for Laboratory and Point-of-Care Testing (CAMLAB)

- 2017
- Spiral-Bound Book
- Fee-Based
- Laboratory
- SKU# CLSM17, ISBN# 9781599409542
- Joint Commission Resources

### California and the Gold Seal – Improving Lab Quality Together: Oct 4, 2016

- 2016
- Webinar
- [http://bit.ly/2h5Kwl0](http://bit.ly/2h5Kwl0)
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

### EC Mock Tracer Scenario I Laboratory Safety Tracer *(Environment of Care News, Jul 2016)*

- 2016
- Periodical Article
- Fee-Based (via subscription)
- Laboratory
- SKU# ECN0716
- Joint Commission Resources

### 5 Sure-Fire Methods I Complying with QSA.02.08.01 for Labs *(The Source, Sep 2016)*

- 2016
- Periodical Article
- Fee-Based (via subscription)
- Laboratory
- SKU# TS0916
- Joint Commission Resources

### 5 Sure-Fire Methods I Complying with WT.03.01.01 for Ambulatory Care and Office-Based Surgery Practices *(The Source, Jul 2015)*

- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Care, Laboratory, Office-Based Surgery Practices
- SKU# TS0715
- Joint Commission Resources

### 5 Sure-Fire Methods | Complying with Standard HR.01.06.01 for Laboratories *(The Source, Jul 2016)*

- 2016
- Periodical Article
- Fee-Based (via subscription)
- Laboratory
- SKU# TS0716
- Joint Commission Resources
5 Sure-Fire Methods | Ensuring Complete and Accurate Laboratory Reports (The Source, Sep 2015)  
2015  
Periodical Article  
http://bit.ly/1KrmFe  
Fee-Based (via subscription)  
Laboratory  
SKU# TS0915  
Joint Commission Resources

5 Sure-Fire Methods | Maintaining Records for Waived Testing (The Source, Apr 2014)  
2014  
Periodical Article  
http://bit.ly/1KrmFe  
Fee-Based (via subscription)  
Critical Access Hospital, Hospital  
SKU# TS0414  
Joint Commission Resources

5 Sure-Fire Methods | Performing Calibration Verification in Labs (QSA.02.03.01) (The Source, Mar 2014)  
2014  
Periodical Article  
http://bit.ly/1KrmFe  
Fee-Based (via subscription)  
Laboratory  
SKU# TS0314  
Joint Commission Resources

5 Sure-Fire Methods | Proficiency Testing in a Laboratory (The Source, Nov 2014)  
2014  
Periodical Article  
http://bit.ly/1KrmFe  
Fee-Based (via subscription)  
Laboratory  
SKU# TS1114  
Joint Commission Resources

Health Care’s Unsung Heroes Have Their Week, Too (The View from The Joint Commission, Apr 26, 2016)  
2016  
Blog  
http://bit.ly/29gD7Gp  
Accessible to All  
Laboratory

JCI Accreditation Standards for Laboratories, 3rd Edition  
2016  
E-Book  
Fee-Based  
Laboratory  
SKU#EBJCIL16; ISBN#978-1599-409-481  
Joint Commission International

Lab Central Connect® FAQ  
FAQ  
http://bit.ly/2ny3kSP  
Accessible to All  
Laboratory  
The Joint Commission

Lab Central Connect™ Helpful Hints  
Tips Sheet  
http://bit.ly/2nybhaA  
Accessible to All  
Laboratory  
The Joint Commission

Lab Central Connect™ Important Information Checklist  
Checklist  
Accessible to All  
Laboratory  
The Joint Commission
Lab Focus – Issue One 2014
- 2014
  - Newsletter
  - Accessible to All
  - Laboratory
  - The Joint Commission

Lab Focus – Issue One 2015
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  - Accessible to All
  - Laboratory
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Lab Focus – Issue Two 2014
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Laboratory: 2017 National Patient Safety Goals
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  - Manual Chapter
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Laboratory HAI Portal
- 2015
  - Web Portal Page
  - Accessible to All
  - Laboratory
  - The Joint Commission

Laboratory Proficiency Testing
  - Accreditation Web Page
    - [http://bit.ly/1T2qA5w](http://bit.ly/1T2qA5w)
    - Accessible to All
    - Laboratory
    - The Joint Commission

PrePublication Standards – CAMLAB
- Standards Web Page
  - [http://bit.ly/1fkNBCg](http://bit.ly/1fkNBCg)
  - Accessible to All
  - Laboratory
  - The Joint Commission

Speak Up™ | Help Prevent Medical Test Mistakes (set of 100)
- 2007
  - Brochure
  - Fee-Based
    - All Accreditation Programs/Settings
    - SKU# SPKMTMB07, ISBN# SPKMTMB07
    - The Joint Commission, Joint Commission Resources

Standards Interpretation FAQs | Document and Process Control (DC): Laboratory Reports – Date and Time of Reporting
- 2016
  - FAQ
    - Accessible to All
    - Laboratory
    - The Joint Commission

Standards Interpretation FAQs | Document and Process Control (DC): Laboratory Reports – Testing Facility Name and Address
- 2016
  - FAQ
    - Accessible to All
    - Laboratory
    - The Joint Commission

Standards Interpretation FAQs | Document and Process Control (DC): Medical Record – Laboratory Requirements
- 2016
  - FAQ
    - Accessible to All
    - Laboratory
    - The Joint Commission
Laboratories (continued)

Standards Interpretation FAQs | Document and Process Control (DC): Record Retention – Instrument Printouts
► 2016
► FAQ
► http://bit.ly/1lziNl
► Accessible to All
► Laboratory
► The Joint Commission

Standards Interpretation FAQs | Emergency Management (EM): Analysis – Hazard Vulnerability Analysis
► 2016
► FAQ
► http://bit.ly/1lziNl
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers
► The Joint Commission

► 2016
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► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

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► The Joint Commission

Standards Interpretation FAQs | Environment of Care (EC): Automatic Transfer Switch (ATS) transfer time requirements – Testing
► 2016
► FAQ
► http://bit.ly/1lziNl
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Environment of Care (EC): CMS Categorical Waivers – Fire Pumps
► 2016
► FAQ
► http://bit.ly/1lziNl
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Environment of Care (EC): CMS Categorical Waivers – Water Flow Alarms
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### Standards Interpretation FAQs | Environment of Care (EC): Control Labeling – Emergency Shutdown
- **2016**
- **FAQ**
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- The Joint Commission

### Standards Interpretation FAQs | Environment of Care (EC): Design Criteria – Facility Guidelines Institute (FGI)
- **2016**
- **FAQ**
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- The Joint Commission

### Standards Interpretation FAQs | Environment of Care (EC): Electronic Cigarettes – Health Care Occupancy
- **2016**
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- Accessible to All
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### Standards Interpretation FAQs | Environment of Care (EC): Emergency Call Button – Public Accessible Restroom
- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | Environment of Care (EC): Emergency Generator – Fuel Capacity
- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | Environment of Care (EC): Emergency Generator 4-hour Load Test
- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | Environment of Care (EC): Emergency Generator Monthly Test – 30% Threshold
- **2016**
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<th>Using Lean-Six Sigma to Reduce Hemolysis in the Emergency Care Center in a Collaborative Quality Improvement Project with the Hospital Laboratory (Journal on Quality and Patient Safety, Mar 2015)</th>
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Performance improvement uses performance measurement to determine what needs improvement and whether it is sustained. Dozens of periodical articles as well as books and multimedia are among the resources listed in this section that address the role of performance measurement in improving quality and patient safety.

### A Gap Analysis Needs Assessment Tool to Drive a Care Delivery and Research Agenda for Integration of Care and Sharing of Best Practices Across a Health System (Journal on Quality and Patient Safety, Jan 2017)
- **Year published**: 2017
- **Type of resource**: Periodical Article
- **Link**: [http://bit.ly/2gYEiJe](http://bit.ly/2gYEiJe)
- **Accessibility**: Fee-Based (via Elsevier)
- **Applicable accreditation programs/settings**: All Accreditation Programs/Settings
- **SKU#**: JQPS0117
- **Source of content**: Joint Commission Resources

### A Collaborative Learning Network Approach to Improvement: The CUSP Learning Network (Journal on Quality and Patient Safety, Apr 2015)
- **Year published**: 2015
- **Type of resource**: Periodical Article
- **Link**: [http://bit.ly/2gYEiJe](http://bit.ly/2gYEiJe)
- **Accessibility**: Fee-Based (via Elsevier)
- **Applicable accreditation programs/settings**: Critical Access Hospital, Hospital
- **SKU#**: JQPS0415
- **Source of content**: Joint Commission Resources

### A National Organizational Assessment (NOA) to Build Sustainable Quality Management Programs in Low- and Middle- Income Countries (Journal on Quality and Patient Safety, Jul 2016)
- **Year published**: 2016
- **Type of resource**: Periodical Article
- **Link**: [http://bit.ly/2gYEiJe](http://bit.ly/2gYEiJe)
- **Accessibility**: Fee-Based (via Elsevier)
- **Applicable accreditation programs/settings**: All Accreditation Programs/Settings
- **SKU#**: JQPS0716
- **Source of content**: Joint Commission Resources

### A Population-Based Care Improvement Initiative for Patients at Risk for Delirium, Alcohol Withdrawal, and Suicide Harm (Journal on Quality and Patient Safety, Jul 2015)
- **Year published**: 2015
- **Type of resource**: Periodical Article
- **Link**: [http://bit.ly/2gYEiJe](http://bit.ly/2gYEiJe)
- **Accessibility**: Fee-Based (via Elsevier)
- **Applicable accreditation programs/settings**: Critical Access Hospital, Hospital
- **SKU#**: JQPS0715
- **Source of content**: Joint Commission Resources
A Prospective Emergency Department Quality Improvement Project to Improve the Treatment of Vaso-Occlusive Crisis in Sickle Cell Disease: Lessons Learned (*Journal on Quality and Patient Safety*, Mar 2017)

- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0317
- Joint Commission Resources

A Qualitative Analysis of Physician Perspectives on Missed and Delayed Outpatient Diagnosis: The Focus on System-Related Factors (*Journal on Quality and Patient Safety*, Oct 2014)

- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Office-Based Surgery Practices
- SKU# JQPS1014
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- SKU# JQPS0815
- Joint Commission Resources

Anatomy of Inpatient Falls: Examining Fall Events Captured by Depth-Sensor Technology (*Journal on Quality and Patient Safety*, May 2016)

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Nursing Care Center
- SKU# JQPS0516
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Applying the Chronic Care Model to Improve Care and Outcomes at a Pediatric Medical Center (*Journal on Quality and Patient Safety*, Mar 2017)

- 2017
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- Fee-Based (via Elsevier)
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- Accessible to All
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## Measurement & Improvement (continued)

### Behavioral Health Integration in Acute Medical Settings: An Opportunity to Improve Outcomes and Reduce Costs (*Journal on Quality and Patient Safety*, Jul 2016)
- **2016**
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0716
- Joint Commission Resources

### Benchmark | Performance Measurement Toolbox: Displaying Data for Effective Analysis (*The Source*, Oct 2014)
- **2014**
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# TS0715
- Joint Commission Resources

### Benchmark | Success Stories of a Top Performer: Baptist Health System (*The Source*, Aug 2014)
- **2014**
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# TS0814
- Joint Commission Resources

### Benchmark | Success Stories of a Top Performer: St. Vincent’s Medical Center (*The Source*, Mar 2014)
- **2014**
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0314
- Joint Commission Resources

### Benchmark | Understanding the New ORYX Performance Measurement Requirements (*The Source*, Jan 2015)
- **2015**
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS1014
- Joint Commission Resources

### Benchmarking in Health Care, Second Edition
- **2012**
- E-Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# EBBM11, ISBN# 978-1-59940-720-3
- Joint Commission Resources, Joint Commission International

### Benchmarking in Health Care, Second Edition
- **2012**
- Hard-Cover Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# BM11, ISBN# 978-1-59940-616-9
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  - SKU# JQPS0716
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Sustaining Reliability on Accountability Measures at The Johns Hopkins Hospital (Journal on Quality and Patient Safety, Feb 2016)

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Center, Office-Based Surgery Practice
  - SKU# JQPS0216
  - Joint Commission Resources

Take 5 with The Joint Commission | The New and Improved Quality Check Website

- 2016
  - Podcast
  - Accessible to All
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- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0515
  - Joint Commission Resources

The Ask Me to Explain Campaign: A 90-Day Intervention to Promote Patient and Family Involvement in Care in a Pediatric Emergency Department (Journal on Quality and Patient Safety, Jun 2016)

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Center, Office-Based Surgery Practice
  - SKU# JQPS0616
  - Joint Commission Resources

Take 5 with The Joint Commission | Pioneers in Quality: Keeping Pace With The Evolution To Electronic Clinical Quality Measures

- 2016
  - Podcast
  - Accessible to All
  - Critical Access Hospitals, Hospitals
  - The Joint Commission
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<th>Using a Systematic Framework of Interventions to Improve Early Discharges (Journal on Quality and Patient Safety, Apr 2017)</th>
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<th>Using a Virtual Breakthrough Series Collaborative to Reduce Postoperative Respiratory Failure in 16 Veterans Health Administration Hospitals (Journal on Quality and Patient Safety, Jan 2014)</th>
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<th>Two Years in the Life of a University Hospital Tobacco Cessation Service: Recommendations for Improving the Quality of Referrals (Journal on Quality and Patient Safety, May 2016)</th>
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Using Administrative Discharge Diagnoses to Track Hospital-Acquired Pressure Ulcer Incidence—Limitations, Links, and Leaps (Journal on Quality and Patient Safety, Jun 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0615
- Joint Commission Resources

Using Lean Management to Reduce Blood Culture Contamination (Journal on Quality and Patient Safety, Jan 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory
- SKU# JQPS0115
- Joint Commission Resources

Using Lean-Six Sigma to Reduce Hemolysis in the Emergency Care Center in a Collaborative Quality Improvement Project with the Hospital Laboratory (Journal on Quality and Patient Safety, Mar 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Hospital, Laboratory
- SKU# JQPS0315
- Joint Commission Resources

Using Literature Review and Structured Hybrid Electronic/Manual Mortality Review to Identify System-Level Improvement Opportunities to Reduce Colorectal Cancer Mortality (Journal on Quality and Patient Safety, Jul 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0716
- Joint Commission Resources

Using Multidisciplinary Rounds to Improve Patient Safety Through Venous Thromboembolism Prevention Awareness (Journal on Quality and Patient Safety, Sep 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0915
- Joint Commission Resources

Using the Chronic Care Model to Improve Pediatric Chronic Illness Care (Journal on Quality and Patient Safety, Mar 2017)
- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0317
- Joint Commission Resources
Walkrounds in Practice: Corrupting or Enhancing a Quality Improvement Intervention? A Qualitative Study (Journal on Quality and Patient Safety, Jul 2014)

- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Nursing Care Centers
  - SKU# JQPS0714
  - Joint Commission Resources

Will Hospitals Finally “Do the Right Thing”? Providing Evidence-Based Tobacco Dependence Treatments to Hospitalized Patients Who Smoke (Journal on Quality and Patient Safety, May 2016)

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0516
  - Joint Commission Resources


- 2016
  - Webinar
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission
The complex process of credentialing and privileging practitioners is difficult for many organizations. This and other responsibilities of the medical staff—as well as the crucial role of physicians as leaders—are addressed in the myriad resources listed in this section. A web portal, For Physicians, is included, as are BoosterPaks™ on related standards.

A Qualitative Analysis of Physician Perspectives on Missed and Delayed Outpatient Diagnosis: The Focus on System-Related Factors (Journal on Quality and Patient Safety, Oct 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS04414
- Joint Commission Resources

Assigning a Team-Based Pager for On-Call Physicians Reduces Paging Errors in a Large Academic Hospital (Journal on Quality and Patient Safety, Feb 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0214
- Joint Commission Resources

Accreditation Management Skills: Encouraging Leader and Physician Engagement (The Source, Mar 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0315
- Joint Commission Resources

As Good As It Gets? Managing Risks of Cardiovascular Disease in California’s Top-Performing Physician Organizations (Journal on Quality and Patient Safety, Apr 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care
- SKU# JQPS0414
- Joint Commission Resources

CJCP® Education Module | Medical Staff and the Accreditation Professional
- 2017
- Webinar
- Fee-Based
- Hospital
- SKU# CJCP04.2017
- Joint Commission Resources
CJCP® Certification Joint Commission Professional™ | Focus on the “Medical Staff” Chapter (The Source, Jun 2016)
  ▶ 2016
    ▶ Periodical Article
    ▶ Fee-Based (via subscription)
    ▶ Critical Access Hospital, Hospital
    ▶ SKU# TS0616
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Development of a Professionalism Committee
Approach to Address Unprofessional Medical Staff Behavior at an Academic Medical Center (Journal on Quality and Patient Safety, Apr 2014)
  ▶ 2014
    ▶ Periodical Article
    ▶ Fee-Based (via Elsevier)
    ▶ Critical Access Hospital, Hospital
    ▶ SKU# JQPS0414
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Effective communication: A physician competency and responsibility (Leadership Blog, Aug 7, 2013)
  ▶ 2013
    ▶ Blog
    ▶ Accessible to All
    ▶ Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
    ▶ The Joint Commission

Engaging Pediatric Resident Physicians in Quality Improvement Through Resident-Led Morbidity and Mortality Conferences (Journal on Quality and Patient Safety, Mar 2016)
  ▶ 2016
    ▶ Periodical Article
    ▶ Fee-Based (via Elsevier)
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5 Sure Fire Methods | Clinical Privileging in Ambulatory Care and Office-Based Surgery Practices (The Source, Mar 2017)
  ▶ 2017
    ▶ Periodical Article
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    ▶ Ambulatory Health Care, Office-Based Surgery Practices
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  ▶ Web Portal Home Page
    ▶ Accessible to All
  ▶ Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
    ▶ The Joint Commission

Health care’s dirty secret: Physician’s don’t wash their hands as often as other caregivers (Leadership Blog, Sep 4, 2013)
  ▶ 2013
    ▶ Blog
    ▶ [http://bit.ly/1O1LbCh](http://bit.ly/1O1LbCh)
    ▶ Accessible to All
  ▶ Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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Help your medical staff shine during survey (Leadership Blog, Feb 19, 2014)
  ▶ 2014
    ▶ Blog
    ▶ Accessible to All
  ▶ Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
    ▶ The Joint Commission
How The Joint Commission supports the work of physicians *(Leadership Blog, Jun 19, 2013)*
- 2013
  - Blog
  - Accessible to All
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  - The Joint Commission

Instituting a Culture of Professionalism: The Establishment of a Center for Professionalism and Peer Support *(Journal on Quality and Patient Safety, Apr 2014)*
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0414
  - Joint Commission Resources

Lessons Learned on a Journey from Surgeon to Chief Quality Officer *(Journal on Quality and Patient Safety, Feb 2016)*
- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0216
  - Joint Commission Resources

OPPE and FPPE: Tools to help make privileging decisions *(Leadership Blog, Aug 21, 2013)*
- 2013
  - Blog
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Primary Source Verification of Health Care Professionals
- 2016
  - White Paper
  - Accessible to All
  - All JCI Accreditation Programs/Settings
  - Joint Commission International

Physician Attitudes Toward Family-Activated Medical Emergency Teams for Hospitalized Children *(Journal on Quality and Patient Safety, Apr 2014)*
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
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Physician Leader Monthly
- Newsletter
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Physician Motivation: Listening to What Pay-for-Performance Programs and Quality Improvement Collaboratives Are Telling Us *(Journal on Quality and Patient Safety, Nov 2015)*
- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS1115
  - Joint Commission Resources
Physicians and The Joint Commission: The Patient Safety Partnership

- 2008
- E-Resource
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Standards BoosterPak™ for Credentialing and Privileging in Non-Hospital Settings

- 2011
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Ambulatory Health Care, Behavioral Health Care, Home Care, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Standards BoosterPak™ for Focused Professional Practice Evaluation/Ongoing Professional Practice Evaluation (FPPE/OPPE)

- 2011
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Critical Access Hospital, Hospital
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Standards Interpretation FAQs | Medical Staff (MS): Continuing Medical Education – Documentation

- 2016
- FAQ
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Standards Interpretation FAQs | Medical Staff (MS): Credentialing – Expedited MEC Function

- 2016
- FAQ

Standards Interpretation FAQs | Medical Staff (MS): Credentialing and Privileging – Hospital-Based Behavioral Health Care Settings Surveyed Under the Behavioral Health Care Manual

- 2016
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- Behavioral Health Care, Hospital
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Standards Interpretation FAQs | Medical Staff (MS): Credentialing and Privileging – Peer References

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Standards Interpretation FAQs | Medical Staff (MS): Focused Professional Practice Evaluation (FPPE) – Components of Design Process

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Standards Interpretation FAQs | Medical Staff (MS): Focused Professional Practice Evaluation (FPPE) – Data Collection Guidelines

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Standards Interpretation FAQs | Medical Staff (MS): Medical Staff Involvement - Medical Staff Bylaw and Amendment Approval Meeting

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Standards Interpretation FAQs | Medical Staff (MS): Ongoing Professional Practice Evaluation (OPPE) – Intent

- 2016
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Standards Interpretation FAQs | Medical Staff (MS): Ongoing Professional Practice Evaluation (OPPE) – Low Volume Practitioners – Data Use From Another Organization

- 2016
- FAQ
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Standards Interpretation FAQs | Medical Staff (MS): Critical Access Hospital, Hospital

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Standards Interpretation FAQs | Medical Staff (MS): Ongoing Professional Practice Evaluation (OPPE) – Medical/Cognitive Specialties

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Standards Interpretation FAQs | Medical Staff (MS): Primary Source Verification – Licensed Independent Practitioners Education

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Standards Interpretation FAQs | Medical Staff (MS): Privileges – Permission to Administer Moderate Sedation

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Standards Interpretation FAQs | Medical Staff (MS): Privileging – National Practitioner Databank

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Standards Interpretation FAQs | Medical Staff (MS): Privileging Process – Core or Bundle – CMS Position
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Standards Interpretation FAQs | Medical Staff (MS): Reappointment and Re privileging – Due Dates
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► Joint Commission Resources

Strategies for Compliance: Credentialing and Privileging for Ambulatory Care (The Source, Nov 2014)
► 2014
► Periodical Article
► http://bit.ly/1KrmiFe
► Fee-Based (via subscription)
► Ambulatory Health Care
► SKU# TS1114
► Joint Commission Resources

Supporting the Work of Physician Leaders
► 2013
► Video
► http://bit.ly/1Ek2nzA
► Accessible to All
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Medication management is comprised of a complex system of processes focused on an overall goal of medication safety. The linked resources in this section—from brochures to videos to alerts on related sentinel events—are useful for physicians, nurses, and pharmacists working with patients and their families toward that goal.

- **2016**
- **Webinar**
- **Fee-Based**
- Critical Access Hospital, Hospital
- SKU# JCRQSN4557
- JCRQSN

### 2017 Medication Management Webinar Series
- **2017**
- **Webinar Series**
- **Fee-Based**
- All Accreditation Programs/Settings
- SKU# WEB17MM
- Joint Commission Resources

### A Clinical Practice Agreement Between Pharmacists and Surgeons Streamlines Medication Management
*Journal on Quality and Patient Safety, Jul 2014*
- **2014**
- **Periodical Article**
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0714
- Joint Commission Resources

### A Medical Resident–Pharmacist Collaboration Improves the Rate of Medication Reconciliation Verification at Discharge
*Journal on Quality and Patient Safety, Oct 2015*
- **2015**
- **Periodical Article**
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQP1015
- Joint Commission Resources

### A Medication-Based Trigger Tool to Identify Adverse Events in Pediatric Anesthesiology
*Journal on Quality and Patient Safety, Jul 2014*
- **2014**
- **Periodical Article**
- Fee-Based (via Elsevier)
- Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
- SKU# JQPS0714
- Joint Commission Resources
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<th>SKU号</th>
<th>资源类型</th>
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Averting Drug Diversion: How to recognize and prevent medication theft by staff (*Environment of Care News*, Aug 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN0815
- Joint Commission Resources

Center for Transforming Health Care: Collaborative Project Delivers Safe and Effective Methods for Insulin Use (*The Source*, Apr 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0415
- Joint Commission Resources

Debunking Pain Standards Myths: Apr 22, 2106
- 2016
- Webinar
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

- 2014
- Periodical Article
- Fee-Based (via Elsevier)
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  - JCRQSN

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Recommendations and Low-Technology Safety Solutions Following Neuromuscular Blocking Agent Incidents (Journal on Quality and Patient Safety, Feb 2016)

- 2016
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Review of Nonformulary Medication Approvals in an Academic Medical Center (Journal on Quality and Patient Safety, Feb 2017)

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Sample Medications: Are You Doing It Right? Compliance With the New Joint Commission Requirements

- 2008
- Webinar
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- Joint Commission Resources

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- 1999
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Sentinel Event Alert | Issue 23: Medication Errors Related to Potentially Dangerous Abbreviations

- 2001
- Alert
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- 2005
- Alert
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► 2012
► Alert
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► Critical Access Hospital, Hospital
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Speak Up™ | Antibiotics: Know the Facts
► 2015
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Speak Up™ | Help Avoid Mistakes With Your Medicine (Pack of 100)
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► The Joint Commission

Speak Up™ | Help Avoid Mistakes With Your Medicine (Pack of 3)
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► The Joint Commission
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Take 5 with The Joint Commission | Effective Pain Management and Patient Safety
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Take 5 with The Joint Commission | The Challenges of Managing Pain the ED
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Take 5 with The Joint Commission | Vial Safety
➤ 2014
➤ Podcast
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The Nurse’s Role in Medication Safety, Second Edition
➤ 2012
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➤ http://bit.ly/1IWEi2P
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➤ Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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The Value of Computerized Provider Order Entry: Is It Time for the Debate to Be Over? (Journal on Quality and Patient Safety, Aug 2015)
➤ 2015
➤ Periodical Article
➤ http://bit.ly/2gYEJJe
➤ Fee-Based (via Elsevier)
➤ Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Centers

Tracer Methodology | Medication Management During Transitions of Care (The Source, Feb 2017)
➤ 2017
➤ Periodical Article
➤ http://bit.ly/1KrmlFe
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- Fee-Based (via subscription)
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- 2016
- Periodical Article
- Fee-Based (via subscription)
- Nursing Care Centers
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Tracing the Environment of Care | Security of radioactive material: A sample mock tracer you can use (Environment of Care News, Nov 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN1114
- Joint Commission Resources

Transcription translates to patient risk (Quick Safety! – Issue 12, Apr 2015)
- 2015
- Newsletter
- Accessible to All
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- The Joint Commission

Transitions of care: Managing Medications (Quick Safety! – Issue 26, Aug 2016)
- 2016
- Newsletter
- Accessible to All
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Using Lean “Automation with a Human Touch” to Improve Medication Safety: A Step Closer to the “Perfect Dose” (Journal on Quality and Patient Safety, Aug 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
- SKU# JQPS0814
- Joint Commission Resources
Nurses account for the largest percentage of health care staff, and nurse executives are largely accountable for training, supervising, coordinating, and serving as leaders of that workforce. Resources listed in this section include various periodical articles that explore nurses’ central and critical role in health care.

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<td>Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices</td>
<td>SKU# TS1214</td>
<td>Joint Commission Resources</td>
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<tr>
<td>Engaging Frontline Staff in Performance Improvement: The American Organization of Nurse Executives Implementation of Transforming Care at the Bedside Collaborative (Journal on Quality and Patient Safety, Feb 2016)</td>
<td>2016</td>
<td>Periodical Article</td>
<td><a href="http://bit.ly/2gYEiJe">http://bit.ly/2gYEiJe</a></td>
<td>Fee-Based (via Elsevier)</td>
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<td>Facts about the Nursing Advisory Council</td>
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<td>For Nurses</td>
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Instituting a Culture of Professionalism: The Establishment of a Center for Professionalism and Peer Support (Journal on Quality and Patient Safety, Apr 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0414
- Joint Commission Resources

Long-Term Safety and Efficacy of a Universal Nursing-Run Intravenous Insulin Guideline (Journal on Quality and Patient Safety, Mar 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0214
- Joint Commission Resources

National Quality Forum (NQF) Endorsed Nursing-Sensitive Care Performance Measures
- 2014
- Web Page
- http://bit.ly/1nNKoZD
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Nurse Knowledge Exchange Plus: Human-Centered Implementation for Spread and Sustainability (Journal on Quality and Patient Safety, Jul 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0715
- Joint Commission Resources

Reductions in Sepsis Mortality and Costs After Design and Implementation of a Nurse-Based Early Recognition and Response Program (Journal on Quality and Patient Safety, Nov 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS1115
- Joint Commission Resources

Spotlight on Success | Christiana Care Visiting Nurse Association (The Source, Mar 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0314
- Joint Commission Resources

Spotlight on Success: Implementing Nurse-Driven Protocols to Reduce CAUTIs
- 2013
- Periodical Article
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Standards FAQs | LPNs Performing Assessment
- 2008
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
- All Accreditation Programs/Settings
- The Joint Commission
### The Nurse's Role in Medication Safety, Second Edition

- **2012**
- E-Book
- Fee-Based
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# EBNRMS11, ISBN# 978-1-59940-724-1
- Joint Commission Resources, Joint Commission International


- **2015**
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0615
- Joint Commission Resources
Patients and their families can benefit from the specialized approaches of palliative care, which aim to improve a patient’s quality of life while facing problems associated with life-threatening illnesses. Resources listed in this section include a brochure and the manual of palliative care certification standards.

**KEY**

<table>
<thead>
<tr>
<th>Resource name</th>
<th>Year published</th>
<th>Type of resource</th>
<th>Link</th>
<th>Accessibility (accessible to all, fee-based, or complimentary to customers)</th>
<th>Applicable accreditation programs/settings</th>
<th>Identifier for ordering or referencing</th>
<th>Source of content</th>
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**2016–2017 Palliative Care Certification Manual**
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- Joint Commission Resources

**Advanced Palliative Care Certification – standardized performance measures for 2017: Nov 9, 2016**
- 2016
- Webinar
  - Accessible to All
  - Home Care
  - The Joint Commission

**Certification for Palliative Care Performance Measure**
- 2016
- Web Page
  - Accessible to All
  - Home Care
  - The Joint Commission

**Community-based Palliative Care Certification (For Home Health and Hospice Providers): Apr 28, 2016**
- 2016
- Webinar, Slide Presentation
  - Accessible to All
  - Home Care
  - The Joint Commission

**Community-based Palliative Care Certification (For Home Health and Hospice Providers): Feb 18, 2016**
- 2016
- Webinar, Slide Presentation
  - Accessible to All
  - Home Care
  - The Joint Commission

**Community-Based Palliative Care Certification Lessons Learned: Oct 20, 2016**
- 2016
- Webinar
  - Accessible to All
  - Home Care
  - The Joint Commission

**Complying with PC.02.01.03 for Deemed Status Home Health Organizations and Hospices CMS (The Source, Apr 2014)**
- 2014
- Periodical Article
  - Fee-Based (via subscription)
  - Home Care
  - SKU# TS0414
  - Joint Commission Resources
Disease-Specific Care Advanced Certification Program | Palliative Care: Performance Measurement Implementation Guide

- 2016
  - E-Resource
  - Accessible to All
  - Home Care
  - The Joint Commission

First Community-Based Palliative Care Certification awarded to MJHS (Home Care Bulletin - Issue 1, 2017)

- 2017
  - Newsletter Article
  - Accessible to All
  - Home Care
  - The Joint Commission

New: Performance Measures for Advanced Certification in Palliative Care (Perspectives, Aug 2016)

- 2016
  - Periodical Article
  - Accessible to All
  - Home Care
  - The Joint Commission

Speak Up™ | What You Need to Know About Your Serious Illness and Palliative Care

- 2012
  - Brochure
  - Fee-Based
  - Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
  - SKU# SPKUPPC12
  - The Joint Commission, Joint Commission Resources

Spotlight on Certification | Strategies for Complying with PCPM.6 for Palliative Care (The Source, Apr 2014)

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Home Care, Hospital
  - SKU# TS0414
  - Joint Commission Resources

Spotlight on Certification | Tailoring Care, Treatment, and Services to Meet Patient Needs (The Source, May 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - Behavioral Health Care, Critical Access Hospital, Hospital,
  - SKU# TS0515
  - Joint Commission Resources

Take 5 with The Joint Commission | Palliative Care Certification – Meeting the Needs of Chronically Ill Patients

- 2016
  - Podcast
  - Accessible to All
  - Home Care
  - The Joint Commission
Sharing information in a clear, meaningful way is central to productive communications between health care organizations and patients and their families. Information about patient rights and responsibilities must be part of that communications. The numerous videos, podcasts, and brochures listed in this section can help to improve and maintain those important communications interactions.

### KEY

<table>
<thead>
<tr>
<th>Resource name</th>
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<th>Accessibility (accessible to all, fee-based, or complimentary to customers)</th>
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<tr>
<td>A Clinical Pathway for Guardianship at Dartmouth-Hitchcock Medical Center</td>
<td>2014</td>
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<td><a href="http://bit.ly/2gYEJJe">http://bit.ly/2gYEJJe</a></td>
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<td>Critical Access Hospital, Hospital</td>
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<td>(Journal on Quality and Patient Safety, Sep 2014)</td>
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<td>A Tweet in Time: How two hospitals used social media to instantly update</td>
<td>2014</td>
<td>Periodical Article</td>
<td><a href="http://bit.ly/1NAJH3R">http://bit.ly/1NAJH3R</a></td>
<td>Fee-Based (via subscription)</td>
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<td>communicators and the community after a fertilizer factory explosion</td>
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<td>(Environment of Care News, Feb 2014)</td>
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<td>Advancing Effective Communication, Cultural Competence, and Patient-</td>
<td>2014</td>
<td>Monograph</td>
<td><a href="http://bit.ly/1YJjLzm">http://bit.ly/1YJjLzm</a></td>
<td>Accessible to All</td>
<td>All Accreditation Programs/Settings</td>
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<td>(LGBT) Community</td>
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<td>2014</td>
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<td><a href="http://bit.ly/2gWPXOt">http://bit.ly/2gWPXOt</a></td>
<td>Accessible to All</td>
<td>All Accreditation Programs/Settings</td>
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<td>and Family-Centered Care: A Roadmap for Hospitals</td>
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<td>Advancing patient-provider communication and activating patients</td>
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<td><a href="http://bit.ly/2gWPXOt">http://bit.ly/2gWPXOt</a></td>
<td>Accessible to All</td>
<td>All Accreditation Programs/Settings</td>
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<td>(Quick Safety! — Issue 29, Nov 2016)</td>
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Ask Every Patient: REAL Training Module
- 2016
- Online Resource
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# AEH2016
- America’s Essential Hospitals

Attributes of a Health Literate Organization
- 2012
- E-Resource
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Home Care
- SKU# JQPS0415
- Joint Commission Resources

Busting the Myths about Engaging Patients and Families in Patient Safety
- 2016
- Report
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

CMS: Complying with the CMS Conditions of Participation (CoP): Patient Rights (Jun 22, 2017)
- 2017
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital, Nursing Care Centers
- JCRQSN 0617
- JCRQSN

Complying with CMS Requirements: Effectively Resolve Patient Complaints (The Source, Dec 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS1216
- Joint Commission Resources

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0815
- Joint Commission Resources

Creating a Patient Complaint Capture and Resolution Process to Incorporate Best Practices for Patient-Centered Representation (Journal on Quality and Patient Safety, Nov 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Center, Office-Based Surgery Practice
- SKU# JQP1114
- Joint Commission Resources
Crosswalk of Joint Commission Ambulatory Program and the National CLAS Standards
- 2014
  - Standards Crosswalk
  - Accessible to All
  - Ambulatory Health Care, Office-Based Surgery Practices
  - The Joint Commission

Crosswalk of Joint Commission Hospital Program and the National CLAS Standards
- 2014
  - Standards Crosswalk
  - Accessible to All
  - Critical Access Hospitals, Hospitals
  - The Joint Commission

- 2012
  - Soft-Cover Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# CSB12, ISBN# 978-1-59940-421-9
  - Joint Commission Resources

Development of a Web-Based Surgical Booking and Informed Consent System to Reduce the Potential for Error and Improve Communication (Journal on Quality and Patient Safety, Mar 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0314
  - Joint Commission Resources

Doing Right by Our Patients When Things Go Wrong in the Ambulatory Setting (Journal on Quality and Patient Safety, Feb 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care
  - SKU# JQPS0214
  - Joint Commission Resources

Editorial | Improving Guardianship Processes for Unrepresented Adult Patients Who Lack Decisional Capacity: An Ethical and Institutional Imperative (Journal on Quality and Patient Safety, Sep 2014)
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0914
  - Joint Commission Resources

Educating Patients About Surgical Site Infections: Complying with NPSG.07.05.01 (The Joint Commission Perspectives on Patient Safety, Dec 2010)
- 2010
  - Periodical Article
  - Accessible to All
  - Critical Access Hospital, Hospital, Office-Based Surgery
  - SKU# FR1040, SKU# PPS1210
  - Joint Commission Resources, The Joint Commission

- 2015
  - Newsletter
  - Accessible to All
  - Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
  - The Joint Commission
Exploring Cultural and Linguistic Services in the Nation’s Hospitals: A Report of Findings

► 2007
► E-Resource
► http://bit.ly/1ovH1wD
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Facts about patient-centered communication

► 2015
► Web Page
► http://bit.ly/1Sp5cc7
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Health Equity

► 2015
► Web Portal Home Page
► http://bit.ly/1PVx5Uj
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Implementing Routine Health Literacy Assessment in Hospital and Primary Care Patients (Journal on Quality and Patient Safety, Feb 2014)

► 2014
► Periodical Article
► Fee-Based (via Elsevier)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# JQPS0214
► Joint Commission Resources

Implicit bias in health care (Quick Safety! – Issue 23, Apr 2016)

► 2016
► Newsletter
► Accessible to All

Improving Patient Perception of Care: Apr 12, 2016

► 2016
► Webinar, Slide Presentation
► Accessible to All
► Home Care
► The Joint Commission

Informed consent: More than getting a signature (Quick Safety! – Issue 21, Feb 2016)

► 2016
► Newsletter
► http://bit.ly/1QaX54w
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Inviting Families to Participate in Care: A Family Involvement Menu (Journal on Quality and Patient Safety, Jan 2015)

► 2015
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# JQPS0115
► Joint Commission Resources

One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations

► 2008
► E-Resource
► http://bit.ly/1SKV3E1
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission
Patient Rights & Communication (continued)

Other Speak Up™ Materials [printed materials]
- Brochure, Poster, Button
  - [http://bit.ly/1Cysp0o](http://bit.ly/1Cysp0o)
- Fee-Based
- All Accreditation Programs/Settings
  - SKU# SPKUP
- The Joint Commission, Joint Commission Resources

Overcoming the challenges of providing care to LEP patients *(Quick Safety! – Issue 13, May 2015)*
- 2015
  - Newsletter
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Patient-Centered Care: Just Ask a Thoughtful Question and Listen *(Journal on Quality and Patient Safety, Jun 2016)*
- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# JQPS0616
  - Joint Commission Resources

Patient-Collected Audio for Performance Assessment of the Clinical Encounter *(Journal on Quality and Patient Safety, Jun 2015)*
- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# JQPS0614
  - Joint Commission Resources

- 2017
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital, Nursing Care Centers
  - SKU# TS0217
  - Joint Commission Resources

Psychiatric Advanced Directives: Benefits and Strategies for Implementation *(The Source, Aug 2016)*
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Critical Access Hospitals, Hospitals, Office-Based Surgery Practices
  - SKU# TS0816
  - Joint Commission Resources

Physician Attitudes Toward Family-Activated Medical Emergency Teams for Hospitalized Children *(Journal on Quality and Patient Safety, Apr 2014)*
- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - Joint Commission Resources

Preconference – 2014 Health Literacy Goals Made Simple
- 2015
  - Slide Presentation
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission
Patient Rights & Communication (continued)

Promoting Health Equity and Patient Centered Care
- 2012
- Video
  - http://bit.ly/1Ek2nzA
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Promoting Understanding: Strategies for Improving Patient and Family Health Literacy (The Source, Feb 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0214
- Joint Commission Resources

R³ Report – Issue 1: Patient-centered communication: Patient-centered communication standards for hospitals
- 2011
- E-Resource
  - http://bit.ly/1PXxtl0
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Setting the Bar Higher for Patient Engagement: Are You Activating Your Patients?
- 2014
- Webinar, Slide Presentation, and Brochure
  - Accessible to All
  - Critical Access Hospitals, Hospitals
  - SKU# FR1024
  - Joint Commission Resources

Speak Up™ | Preventing Medicine Errors
- 2009
- Brochure, Podcast, Video
  - Accessible to All

Speak Up™ | Preventing Surgical Errors
- 2009
- Brochure, Podcast, Video
  - http://bit.ly/1PI0emJ
  - Accessible to All
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - The Joint Commission

Speak Up™ | Anesthesia and Sedation
- 2014
- Poster
  - Accessible to All
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - The Joint Commission

Speak Up™ | Antibiotics: Know the Facts
- 2015
- Podcast, Poster, Video
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Speak Up™ | At Home
- 2015
- Brochure, Podcast, Video
  - Accessible to All
  - Home Care
  - The Joint Commission
Patient Rights & Communication (continued)

Speak Up™ | At the Doctor’s Office
► 2011
► Brochure, Video
► http://bit.ly/1KfClGn
► Accessible to All Accreditation Programs/Settings
► Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Avoid a Return Trip to the Hospital
► 2015
► Podcast, Poster, Video
► http://bit.ly/1OxuUKD
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Depression
► 2013
► Brochure, Video
► http://bit.ly/1KKUTZy
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Five Ways to be Active in Your Care
► Brochure, Podcast, Video
► http://bit.ly/1nDTv5Z
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | For Specific Health Care Settings
► 2011
► Podcast, Poster, Video
► http://bit.ly/1YWHyFn
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Home Care, Hospital, Laboratory, Nursing Care Centers
► The Joint Commission

Speak Up™ | Infant and Children’s Health
► 2009, 2011
► Brochure, Podcast, Video
► http://bit.ly/1mxe03h
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Initiatives
► Web Portal Home Page
► http://bit.ly/1OzXzyx
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Speak Up™ | Medical Imaging
► 2014
► Poster
► http://bit.ly/1R0fwG5
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Memory Problems and Dementia
► 2013
► Brochure
► http://bit.ly/1Wi2m8P
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
► The Joint Commission
Patient Rights & Communication (continued)

Speak Up™ | Organ Donation
- 2007
- Brochure
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

Speak Up™ | Pain
- 2015
- Video
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | Patient Advocacy
- 2013
- Brochure, Video
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | Preventing Medical Errors
- 2010
- Brochure, Video
- [http://bit.ly/1Ps1LZr](http://bit.ly/1Ps1LZr)
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | Reducing Your Risk of Falling
- 2010
- Brochure, Video
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | Research Studies
- 2009
- Brochure
- [http://bit.ly/1PI0rGD](http://bit.ly/1PI0rGD)
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | Serious Illness and Palliative Care
- 2012
- Brochure
- Accessible to All
- Critical Access Hospital, Home Care, Hospital
- The Joint Commission

Speak Up™ | Stroke
- 2012
- Brochure
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | The ABC’s of C-sections
- 2016
- Infographic
- Accessible to All
- Critical Access Hospital, Home Care, Hospital
- The Joint Commission
Speak Up™ | The ABC’s of C-sections
► 2016
► Video
► Accessible to All
► Critical Access Hospital, Home Care, Hospital
► The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Confidentiality Agreement – Media
► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital
► The Joint Commission

► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Medical Record – Patient Race and Ethnicity Data Collection
► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All
► Hospital
► The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Organ Donation – Patient Wishes
► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All

Ambulatory Health Care, Critical Access Hospital, Hospital
► The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Patient race and Ethnicity – Data Collection
► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All
► Hospital
► The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Before Taping
► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All
► Ambulatory Health Care, Hospital
► The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Not Provided
► 2016
► FAQ
► http://bit.ly/1lZisNI
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital
► The Joint Commission
Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Not Provided by Patient’s Portion

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming in the Emergency Room – Consent

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Take 5 with The Joint Commission | Preparing Mentally and Physically for Surgery

- 2015
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Take 5 with The Joint Commission | Addressing Bias in Health Care

- 2015
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Take 5 with The Joint Commission | Why Health Literacy is Important for Patients and Health Professionals

- 2013
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Take 5 with The Joint Commission | Why Patient-Centered Communication Matters

- 2013
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Temporary names put newborns at risk (Quick Safety! – Issue 17, Oct 2015)

- 2015
- Newsletter
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

The Ask Me to Explain Campaign: A 90-Day Intervention to Promote Patient and Family Involvement in Care in a Pediatric Emergency Department (Journal on Quality and Patient Safety, Jun 2016)

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0616
- Joint Commission Resources
### Patient Rights & Communication (continued)

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All systems in a health care organization should be focused on patient-centered care to reduce harm, using proactive methods to improve quality and safety processes. Such efforts are best done within a culture of safety that encourages learning from mistakes. This is part of the journey toward zero harm to patients through high reliability in health care. Resources listed in this section include books, videos, reports, periodical articles, and the High Reliability web portal.

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Achieving Health Equity: A Guide for Health Care Organizations
- 2016
- White Paper
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Achieving Zero Harm: The Joint Commission’s First Patient Safety Officer Shares His Insights – A Q&A with Ronald Wyatt, MD (The Source, Sep 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0916
- Joint Commission Resources

Addressing Disease-Related Malnutrition in Hospitalized Patients: A Call for a National Goal (Journal on Quality and Patient Safety, Oct 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS1015
- Joint Commission Resources
An Interview with Pascale Carayon (Journal on Quality and Patient Safety, Jun 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0616
- Joint Commission Resources

Applying High Reliability Principles to Infection Prevention and Control in Long Term Care
- 2014
- E-Resource
- Accessible to All
- Nursing Care Centers
- The Joint Commission

Applying the High Reliability Health Care Maturity Model to Assess Hospital Performance: A VA Case Study (Journal on Quality and Patient Safety, Sep 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0916
- Joint Commission Resources

Barriers and Facilitators for Taking Action After Classroom-Based Crew Resource Management Training at Three ICUs (Journal on Quality and Patient Safety, Jul 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0714
- Joint Commission Resources

Benchmark | Performance Measurement Leads the Way to High Reliability (The Source, Jul 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0714
- Joint Commission Resources

Building the Road to High Reliability (Journal on Quality and Patient Safety, Sep 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0916
- Joint Commission Resources

Check out 2017 National Patient Safety Goals for home care (Home Care Bulletin, Jan 24, 2017)
- 2017
- Newsletter
- Accessible to All
- Home Care
- The Joint Commission

CJCP® Certification Joint Commission Professional™ | Focus on the “National Patient Safety Goal” Chapter (The Source, Feb 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0214
- Joint Commission Resources
Patient Safety & High Reliability (continued)

**CJCP® Certification Joint Commission Professional™**
| Focus on the “Patient Safety Systems” Chapter (The Source, May 2015) |
| 2015 |
| Periodical Article |
| Fee-Based (via subscription) |
| All Accreditation Programs/Settings |
| SKU# TS0515 |
| Joint Commission Resources |

**CJCP® Education Module | Focus on Patient Safety**
| 2017 |
| Online Education |
| Fee-Based |
| Hospital |
| SKU# CJCP08.2017 |
| Joint Commission Resources |

**Creating a Safety Culture**
| 2012 |
| Online Education |
| [http://bit.ly/1IWkNYm](http://bit.ly/1IWkNYm) |
| Fee-Based |
| Accessible to All |
| All Accreditation Programs/Settings |
| Center for Transforming Health Care |

**Delayed Workup of Rectal Bleeding in Adult Primary Care: Examining Process-of-Care Failures (Journal on Quality and Patient Safety, Jan 2017)**
| 2017 |
| Periodical Article |
| Critical Access Hospital, Hospital, Office-Based Surgery Practices |
| SKU# JQPS0117 |
| Joint Commission Resources |

**Deployment of Rapid Response Teams by 31 Hospitals in a Statewide Collaborative (Journal on Quality and Patient Safety, Apr 2015)**
| 2015 |
| Periodical Article |
| Fee-Based (via Elsevier) |

**Development of “SWARM” as a Model for High Reliability, Rapid Problem Solving, and Institutional Learning (Journal on Quality and Patient Safety, Nov 2015)**
| 2015 |
| Periodical Article |
| Critical Access Hospital, Hospital, Office-Based Surgery Practices |
| SKU# JQPS1115 |
| Joint Commission Resources |

**Dr. Chassin Describes Key Aspects of Achieving High Reliability**
| 2011 |
| Video |
| Accessible to All |
| All Accreditation Programs/Settings |
| The Joint Commission |

**Dr. Chassin High Reliability Organizations**
| 2011 |
| Video |
| Accessible to All |
| All Accreditation Programs/Settings |
| The Joint Commission |

**Editorial | Helping Health Care Organizations to Define Diagnostic Errors as Missed Opportunities in Diagnosis (Journal on Quality and Patient Safety, Mar 2014)**
<p>| 2014 |
| Periodical Article |
| Critical Access Hospital, Hospital, Office-Based Surgery Practices |
| SKU# JQPS0314 |
| Joint Commission Resources |</p>
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<td>Editorial</td>
<td>Spending the Coins of Knowledge on Safer Health Care (Journal on Quality and Patient Safety, Feb 2015)</td>
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<td>Environment of Care News</td>
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<td>Guide to Patient and Family Engagement in Hospital Quality and Safety</td>
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<td>Health Care and High Reliability: A Cautionary Tale</td>
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Patient Safety & High Reliability (continued)

Improving Patient and Worker Safety

- 2012
  - Monograph
  - ACCESSIBLE TO ALL
  - All Accreditation Programs/Settings
  - The Joint Commission

In Search of Water: South Carolina Hospitals Apply High Reliability Thinking to Protect Patients in the Midst of Flooding (% Journal on Quality and Patient Safety, Sep 2016)

- 2016
  - Periodical Article
  - ACCESSIBLE TO ALL
  - Critical Access Hospital, Hospital
  - SKU# JQPS0916
  - Joint Commission Resources

Leading the way to high reliability by communicating and connecting (% Leadership Blog, Oct 13, 2013)

- 2013
  - Blog
  - ACCESSIBLE TO ALL
  - Critical Access Hospital, Hospital
  - The Joint Commission


- 2017
  - Periodical Article
  - ACCESSIBLE TO ALL
  - Critical Access Hospital, Hospital
  - SKU# JQPS0217
  - Joint Commission Resources

Learning by “SWARMing” Adverse Events (% Journal on Quality and Patient Safety, Nov 2015)

- 2015
  - Periodical Article
  - ACCESSIBLE TO ALL
  - Ambulatory Health Care, Critical Access Hospital, Hospital
  - The Joint Commission

Managing neonatal abstinence syndrome (% Quick Safety! – Issue 27, Sep 2016)

- 2016
  - Newsletter
  - ACCESSIBLE TO ALL
  - Ambulatory Health Care, Critical Access Hospital, Hospital
  - The Joint Commission

Medical Identity Theft: Prevention and Reconciliation Initiatives at Massachusetts General Hospital (% Journal on Quality and Patient Safety, Jul 2014)

- 2014
  - Periodical Article
  - ACCESSIBLE TO ALL
  - Critical Access Hospital, Hospital
  - SKU# JQPS0714
  - Joint Commission Resources

National Patient Safety Foundation Examines Patient Safety Progress Since To Err Is Human (% The Source, Feb 2016)

- 2016
  - Periodical Article
  - ACCESSIBLE TO ALL
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Home Care, Nursing Care Center, Office-Based Surgery Practice
  - SKU# TS0216
  - Joint Commission Resources

National Patient Safety Goals

- 2017
  - Web Portal Home Page
  - ACCESSIBLE TO ALL
  - All Accreditation Programs/Settings
  - The Joint Commission

Joint Commission Resources

- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS1115
- Joint Commission Resources
“Never Events” and the Quest to Reduce Preventable Harm (Journal on Quality and Patient Safety, Jun 2015)
  ▶ 2015
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEiJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital
  ▶ SKU# JQPS0615
  ▶ Joint Commission Resources

On the CUSP: Implementing Cultural Change and Improving Patient Safety (The Source, Jan 2015)
  ▶ 2015
  ▶ Periodical Article
  ▶ http://bit.ly/1KrniFe
  ▶ Fee-Based (via subscription)
  ▶ All Accreditation Programs/Settings
  ▶ SKU# TS0115
  ▶ Joint Commission Resources

Oro™ 2.0: High Reliability Organizational Assessment & Resources
  ▶ 2015
  ▶ Video
  ▶ http://bit.ly/1IwKwYm
  ▶ Accessible to All
  ▶ All Accreditation Programs/Settings
  ▶ Joint Commission Resources

Patient Safety & Quality: Essential Components: April 26, 2017
  ▶ 2017
  ▶ Education Event
  ▶ http://bit.ly/2mZyZNx
  ▶ Fee-Based
  ▶ All Accreditation Programs/Settings
  ▶ SKU# EDU1710
  ▶ Joint Commission Resources

Patient Safety First . . . a California Partnership for Health (Journal on Quality and Patient Safety, May 2014)
  ▶ 2014
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEiJe

Patient Safety Systems Chapter for the Hospital program
  ▶ 2017
  ▶ Manual Chapter
  ▶ http://bit.ly/1rCNBNn
  ▶ Accessible to All
  ▶ Hospital
  ▶ The Joint Commission

  ▶ 2014
  ▶ Periodical Article
  ▶ http://bit.ly/1KrniFe
  ▶ Fee-Based (via subscription)
  ▶ Critical Access Hospital, Hospital
  ▶ SKU# TS0914
  ▶ Joint Commission Resources

Perspectives on Patient Safety | Joint Commission: Hospitals Continue to Improve Safety and Quality (The Source, Jan 2017)
  ▶ 2017
  ▶ Periodical Article
  ▶ http://bit.ly/1KrniFe
  ▶ Fee-Based (via subscription)
  ▶ Critical Access Hospital, Hospital
  ▶ SKU# TS0117
  ▶ Joint Commission Resources

Perspectives on Patient Safety | Study: 30% of Pediatric Readmissions Could Be Preventable (The Source, Sep 2016)
  ▶ 2016
  ▶ Periodical Article
  ▶ http://bit.ly/1KrniFe
  ▶ Fee-Based (via subscription)
  ▶ All Accreditation Programs/Settings
  ▶ SKU# TS0916
  ▶ Joint Commission Resources
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<td>Pfizer Independent Grants for Learning and Change (IGLC) and Bristol-Myers Squibb Independent Medical Education (IME) Collaboration</td>
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<td>JQPS0117</td>
<td>Joint Commission Resources</td>
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<td>Post Event Debriefs: A Commitment to Learning How to Better Care for Patients and Staff (Journal on Quality and Patient Safety, Jan 2016)</td>
<td>2016</td>
<td>Periodical Article</td>
<td>Fee-Based (via Elsevier)</td>
<td>JQPS0116</td>
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<td>Preventing delays in treatment (Quick Safety! – Issue 9, Jan 2015)</td>
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<td>Newsletter</td>
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<td>Joint Commission Resources</td>
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<td>Preventing pressure injuries (Quick Safety! – Issue 25, Jul 2016)</td>
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<td>Newsletter Article</td>
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<td>Joint Commission Resources</td>
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<td>Processes for Identifying and Reviewing Adverse Events and Near Misses at an Academic Medical Center (Journal on Quality and Patient Safety, Jan 2017)</td>
<td>2017</td>
<td>Periodical Article</td>
<td>Accessible to All</td>
<td>JQPS0117</td>
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<td>Promoting Health Equity and Patient Centered Care</td>
<td>2012</td>
<td>Video</td>
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<td>JQPS0117</td>
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<td>Quality Improvement Initiatives Lead to Reduction in Nulliparous Term Singleton Vertex Cesarean Delivery Rate (Journal on Quality and Patient Safety, Feb 2017)</td>
<td>2017</td>
<td>Periodical Article</td>
<td>Fee-Based (via Elsevier)</td>
<td>JQPS0117</td>
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<td>E-Resource</td>
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<td>R³ Report, Issue 7 – Eating disorders standards for Behavioral Health Care</td>
<td>2016</td>
<td>E-Resource</td>
<td>Accessible to All</td>
<td>JQPS0117</td>
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Resilience and Resilience Engineering in Health Care (Journal on Quality and Patient Safety, Aug 2014)
▶ 2014
► Periodical Article
► http://bit.ly/2qYEiJc
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0814
► Joint Commission Resources

Root Cause Analysis in Health Care: Tools and Techniques, Sixth Edition
▶ 2015; Revised 2017
► E-Book
► Fee-Based
► All Accreditation Programs/Settings
► SKU# EBRCA17, ISBN# 9781599409856
► Joint Commission Resources, Joint Commission International

Root Cause Analysis in Health Care: Tools and Techniques, Sixth Edition
▶ 2015; Revised 2017
► Soft-Cover Book
► Fee-Based
► All Accreditation Programs/Settings
► SKU# RCA17, ISBN# 9781599409849
► Joint Commission Resources, Joint Commission International

Root Cause Analysis of Serious Adverse Events Among Older Patients in the Veterans Health Administration (Journal on Quality and Patient Safety, Jun 2014)
▶ 2014
► Periodical Article
► http://bit.ly/2qYEiJc
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital, Home Care, Nursing Care Centers
► SKU# JQPS0614
► Joint Commission Resources

Sentinel Event
► Web Portal Home Page
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► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Sentinel Event – Sentinel Event Data – Event Type by Year
► Web Portal Page
► http://bit.ly/1SPYhel
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Sentinel Event – Sentinel Event Data Summary
► Web Portal Page
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Sentinel Event Policy Augmented: The Joint Commission recently updated its Sentinel Event Policy; here’s what you need to know (Environment of Care News, Jan 2015)
▶ 2015
► Periodical Article
► http://bit.ly/1NAJH3R
► Fee-Based (via subscription)
► Critical Access Hospital, Hospital, Nursing Care Centers
► SKU# ECN0115
► Joint Commission Resources

Speak Up™ | Preventing Medical Errors
▶ 2016
► Video, Podcast, Infographic
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission
Spotlight on Success | Building the Patient Quality Pyramid (The Source, Jul 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0716
- Joint Commission Resources

Spotlight on Success | Duke University Physicians Pursue High Reliability (The Source, May 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0516
- Joint Commission Resources

Standards Interpretation FAQs | Care, Treatment, and Services (CTS): History and Physical – Non-Credentialed Practitioners
- 2016
- FAQ
- Accessible to All
- Behavioral Health Care
- The Joint Commission

Standards Interpretation FAQs | Care, Treatment, and Services (CTS): Restraint and Seclusion – Telemedicine
- 2016
- FAQ
- Accessible to All
- Behavioral Health Care
- The Joint Commission

Standards Interpretation FAQs | Care, Treatment, and Services (CTS): Restraint or Seclusion – Role of Medical Student
- 2016
- FAQ
- Accessible to All
- Behavioral Health Care
- The Joint Commission

Standards Interpretation FAQs | Care, Treatment, and Services (CTS): History and Physical – Delegation to Non Licensed Independent Practitioners
- 2016
- FAQ
- Accessible to All
- Behavioral Health Care
- The Joint Commission
### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Test Results – Chronic Critical Values – Repeat Results
- **2016**
- FAQ
- Accessible to All
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Test Results – Chronic Critical Values Definition
- **2016**
- FAQ
- Accessible to All
- Critical Access Hospital, Hospital, Laboratory
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Applicability to RhoGAM®
- **2016**
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Identification Related to Blood Matching
- **2016**
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Qualified Transfusionist /Second Individual
- **2016**
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Active Involvement of the Patient or Responsible Caregiver
- **2016**
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Applicability to Nutrition Services
- **2016**
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Armband For Patient Identification
- **2016**
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- The Joint Commission
### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Armband Not Attached
- **2016**  
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- Accessible to All  
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- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Exceptions
- **2016**  
- **FAQ**  
- Accessible to All  
- Behavioral Health Care  
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Home Identification
- **2016**  
- **FAQ**  
- Accessible to All  
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Intent
- **2016**  
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- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Intent1
- **2016**  
- **FAQ**  
- Accessible to All  
- Behavioral Health Care  
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Laboratory Not Accredited By The Joint Commission
- **2016**  
- **FAQ**  
- Accessible to All  
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Office-Based Surgery Practices  
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – No Wristbands
- **2016**  
- **FAQ**  
- Accessible to All  
- Behavioral Health Care  
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Orders for Care/Critical Test Values
- **2016**  
- **FAQ**  
- Accessible to All  
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices  
- The Joint Commission
### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Outpatient Setting
- **2016**
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Outpatient Setting1
- **2016**
- FAQ
- Accessible to All
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Patient Identification
- **2016**
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- Accessible to All
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Same Identifiers Throughout The Organization
- **2016**
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Temporary Names
- **2016**
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### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Written Orders/Computerized Prescriber Orders
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### Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Credentialing and Privileging – Admitting Privileges – Maxillofacial Surgeons
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Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Privileges – Permission to Administer Moderate Sedation
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► The Joint Commission

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► The Joint Commission

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Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Sedation and Anesthesia – Rescue Requirements
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“SWARMing” to Improve Patient Care: A Novel Approach to Root Cause Analysis (Journal on Quality and Patient Safety, Nov 2015)

- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS1115
  - Joint Commission Resources

Take 5 with The Joint Commission | Busting the Myths about Engaging Patients and Families in Patient Safety

- 2016
- Podcast
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Take 5 with The Joint Commission | The Commitment to Patient Safety

- Podcast
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Take 5 with The Joint Commission | Effective Pain Management and Patient Safety

- 2016
- Podcast
  - Accessible to All
  - All Accreditation Programs/Settings
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- 2012
- Soft-Cover Book
  - Fee-Based
  - Critical Access Hospital, Hospital
  - SKU# PSOH12, ISBN# 978-1-59940-703-6
  - Joint Commission Resources

The Joint Commission Journal on Quality and Patient Safety

- Periodical Subscription
  - Fee-Based (via Elsevier)
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The Joint Commission Perspectives

- Periodical Subscription
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# PERSP, ISSN# 0277-8327
  - Joint Commission Resources

The Next Organizational Challenge: Finding and Addressing Diagnostic Error (Journal on Quality and Patient Safety, Mar 2014)

- 2014
- Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
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### Patient Safety & High Reliability (continued)

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Resources listed in this section encompass all active Joint Commission sentinel event alerts, as well as related resources, such as videos. Numerous topics are represented, including opioids, clinical alarms, suicide, health care worker fatigue, misuse of vials, and tubing misconnections.

**A Medical Resident–Pharmacist Collaboration Improves the Rate of Medication Reconciliation Verification at Discharge (Journal on Quality and Patient Safety, Oct 2015)**
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0715
- Joint Commission Resources

**A Medication-Based Trigger Tool to Identify Adverse Events in Pediatric Anesthesiology (Journal on Quality and Patient Safety, Jul 2014)**
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
- SKU# JQPS0714
- Joint Commission Resources

**A Multidisciplinary Team Approach to Retained Foreign Objects (Journal on Quality and Patient Safety, Mar 2009)**
- 2009
- Periodical Article
- Fee-Based (via Elsevier)
- Hospitals, Ambulatory Care
- SKU#FR1019, SKU#JQPS0309
- Joint Commission Resources

**Alert: Only You can Prevent Surgical Fires (The Source, Jul 2012)**
- 2012
- Periodical Article
- Accessible to All
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU#FR1017
- Joint Commission Resources

**Ambulatory Medication Reconciliation: Using a Collaborative Approach to Process Improvement at an Academic Medical Center (Journal on Quality and Patient Safety, Apr 2016)**
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care
- SKU# JQPS0416
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► Alert
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<th>Sentinel Event Issues: How to Prevent Harm, Feb 25, 2016</th>
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<th>Sentinel Event Policy Augmented: The Joint Commission recently updated its Sentinel Event Policy; here's what you need to know (Environment of Care News, Jan 2015)</th>
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Standards Interpretation FAQs | Environment of Care (EC): Medical Equipment – Sharps/Needle Boxes Risk Assessment

- 2016
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- 2016
- FAQ
- Accessible to All
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Suicide Risk Reduction – Screening vs. Comprehensive Assessment
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Applicability to RhoGAM®
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► FAQ
► http://bit.ly/1lzisNI
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Identification Related to Blood Matching
► 2016
► FAQ
► http://bit.ly/1lzisNI
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Qualified Transfusionist /Second Individual
► 2016
► FAQ
► http://bit.ly/1lzisNI
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
► The Joint Commission

Strategies to prevent URFOs (Quick Safety! — Issue 20, Jan 2016)
► 2016
► Newsletter
► http://bit.ly/1ol1J3C
► Accessible to All
► Critical Access Hospital, Hospital, Office-Based Surgery Practices
► The Joint Commission

Take 5 with The Joint Commission | Safe Use of Health Information Technology
► 2015
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Targeted Solutions Tool®: Hand Hygiene
► 2009
► E-Resource
► Joint Commission Connect™ (customer extranet)
► Complimentary to Customers
► All Accreditation Programs/Settings
► Center for Transforming Health Care

Targeted Solutions Tool®: Hand-Off Communication
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► Joint Commission Connect™ (customer extranet)
► Complimentary to Customers
► All Accreditation Programs/Settings
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Targeted Solutions Tool®: Preventing Falls
► E-Resource
► Joint Commission Connect™ (customer extranet)
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Sentinel Event Prevention (continued)

Targeted Solutions Tool®: Safe Surgery
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- All Accreditation Programs/Settings
- Center for Transforming Health Care

Targeted Solutions: Joint Commission Center for Transforming Healthcare Takes on Patient Falls (The Source, Sep 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital, Nursing Care Center
- SKU# TS0915
- Joint Commission Resources

The Contribution of Sociotechnical Factors to Health Information Technology–Related Sentinel Events (Journal on Quality and Patient Safety, Feb 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0216
- Joint Commission Resources

- 2010
- Periodical Article
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# FR1010, SKU# ECN1210
- Joint Commission Resources

Why Organizations Self Report Sentinel Events to The Joint Commission (Perspectives, Sep 2014)
- 2014
- Periodical Article
- Accessible to All
- All Accreditation Programs/Settings
- SKU# FR1048, SKU# P0914
- Joint Commission Resources, The Joint Commission
The core content offered by The Joint Commission are the standards that health care organizations strive to meet to ensure quality and safe patient care. This section lists resources focused on standards compliance, such as the standards manuals, tracer books, and periodical articles on compliance strategies, as well as resources for survey readiness.

### KEY

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### 2017 CAMBHC Behavioral Health Care Update Service

- 2017
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- SKU# CBHC17S
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### 2017 CAMH Hospitals Update Service

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- Fee-Based
- Hospitals
- SKU# CAH17S
- Joint Commission Resources

### 2017 CAMHC Home Care Update Service

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- Joint Commission Resources

### 2017 Comprehensive Accreditation Manual for Ambulatory Care (CAMAC)

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- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Ambulatory Health Care
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Standards & Survey (continued)

2017 Hospital Compliance Assessment Checklist
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2017 Standards for Ambulatory Care
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2017 Standards for Behavioral Health Care
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2017 Hospital Accreditation Standards
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2017 Standards for Office-Based Surgery Practices
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► SKU# OBSS17 ISBN# 9781599409597
► The Joint Commission

► 2016
► Periodical Article
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# TS0514
► Joint Commission Resources

Accreditation Basics: Feb 14, 2017
► 2017
► Webinar
► Accessible to All
► Behavioral Health Care
► The Joint Commission

Accreditation Basics: What you Always wanted to Know: June 19, 2017
► 2017
► Education Event
► Fee-Based
► Critical Access Hospital, Hospital
► SKU# EDU1715
► Joint Commission Resources

Accreditation Basics for Home Care Organizations: Strategies for Success: Nov 18, 2014
► 2014
► Webinar, Slide Presentation
► Accessible to All
► Home Care
► The Joint Commission

Accreditation Just Got SAFER ([Ambulatory Buzz](http://bit.ly/2aNGKiX), Aug 12, 2016)
► 2016
► Blog
► Accessible to All
► Ambulatory Health Care
► The Joint Commission
Ambulatory Breakfast Briefings
- 2017
- Webinar Series
- Fee-Based
- Ambulatory Health Care
  - SKU# WEB17AMBBB
- Joint Commission Resources

Ambulatory Care Accreditation Essentials: May 9-10, 2017
- 2017
- Education Event
- Fee-Based
- Ambulatory Health Care
  - SKU# EDU1712
- Joint Commission Resources

Ambulatory Care Conference: October 18-19, 2017
- 2017
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Ambulatory Care Hot Topics Webinar Series
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Ambulatory Health Care: 2017 National Patient Safety Goals
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Be Prepared: Maximizing Behavioral Healthcare-Related Tracer Activities
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- Webinar
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- JCRQSN

Behavioral Health Care: 2017 National Patient Safety Goals
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- Manual Chapter
  - http://bit.ly/2gF7725
- Accessible to All
- Behavioral Health Care
- The Joint Commission

Centers for Medicare & Medicaid Services (CMS) - EMTALA: The Other Regulatory Survey (Sep 28, 2017)
- 2017
- Webinar
- Fee-Based
- Hospital
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- JCRQSN

Centers for Medicare and Medicaid Services (CMS) - Immediate Jeopardy: Avoiding the Threat (Dec 21, 2017)
- 2017
- Webinar
- Fee-Based
- Hospital
  - SKU# JCRQSN
- JCRQSN
Check out Phase 1 revisions to Behavioral Health Care accreditation manual *(BHC News, Issue 1, 2017)*

- 2017
  - Newsletter Article
  - Accessible to All
  - Behavioral Health Care
  - The Joint Commission

**CiTe Database Embraces Observation-Centric Focus** *(Ambulatory Buzz, Dec 7, 2016)*

- 2016
  - Blog
  - Accessible to All
  - Ambulatory Health Care, Office-Based Surgical Centers
  - The Joint Commission

**Clinical Practical Guidelines: Closing the Gap between Theory and Practice**

- 2016
  - White Paper
  - Accessible to All
  - All JCI Accreditation Programs/Settings
  - Joint Commission International

**CJCP® Education Module | 9-Module Education Set**

- 2017
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  - SKU# CJCP102017
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**CJCP® Education Module | Environment of Care**

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  - Fee-Based
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**CJCP® Education Module | Focus on Patient Safety**

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**CJCP® Education Module | Leadership: The Foundation of Quality and Safety**

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**CJCP® Education Module | Medical Staff and the Accreditation Professional**

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**CJCP® Education Module | Organizational Analysis: Developing an Organizational Profile**

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CJCP® Education Module | Standards: The Essentials for Accreditation Managers
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CJCP® Education Module | Understanding the CMS Regulatory and Survey Process for Hospitals
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CJCP® Education Module | Understanding The Joint Commission’s Accreditation Process
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► Joint Commission Resources

CJCP® Essentials Prep: October 25th, 2017
► 2017
► Seminar
► http://bit.ly/2nlcLQg
► Fee-Based
► Hospital

CJCP® Essentials Prep: Sep 26, 2016
► 2016
► Seminar
► Fee-Based
► Hospitals
► SKU# EDU1623
► Joint Commission Resources

CJCP® Exam Preparation Workbook, 3rd Edition
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► Fee-Based
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► SKU# EBCJCP17, ISBN# 978-1-59940-987-0
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CJCP® Exam Preparation Workbook, 3rd Edition
► 2017
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► Hospitals
► SKU# CJCP171, ISBN# 978-1-59940-986-3
► Joint Commission Resources

CJCP® Certification Joint Commission Professional™ | Focus on the “Life Safety” Chapter (The Source, Dec 2015)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► Hospital
► SKU# TS0813
► Joint Commission Resources
CJCP® Certification Joint Commission Professional™ | Focus on the “Nursing” Chapter (The Source, Dec 2014)

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Hospital
  - SKU# TS1214
  - Joint Commission Resources

CJCP® Certification Joint Commission Professional™ | Focus on the “Patient Safety Systems” Chapter (The Source, May 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - Hospital
  - SKU# TS0515
  - Joint Commission Resources

CJCP® Certification Joint Commission Professional™ | Focus on the “Sentinel Events” Chapter (The Source, Mar 2015)

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  - Periodical Article
  - Fee-Based (via subscription)
  - Hospital
  - SKU# TS0315
  - Joint Commission Resources

CJCP® Certification Joint Commission Professional™ | Spotlight on the “Medication Management” Chapter (The Source, Mar 2017)

- 2017
  - Periodical Article
  - Fee-Based (via subscription)
  - Hospital
  - SKU# TS0217
  - Joint Commission Resources

Clarifications and Expectations | Caution: E-cigarettes Pose Potential Hazards (Environment of Care News, Jan 2015; Perspectives, Jan 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
  - All Accreditation Programs/Settings
  - SKU# ECN0115
  - Joint Commission Resources

Clarifications and Expectations | EC Dashboard Keeps Compliance Front and Center: Step-by-step tips for creating and using valuable dashboard tools (Environment of Care News, Feb 2015; Perspectives, Feb 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
  - All Accreditation Programs/Settings
  - SKU# ECN0215
  - Joint Commission Resources
Clarifications and Expectations | HazMat-ter of Fact (Environment of Care News, Dec 2015; Perspectives, Dec 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- All Accreditation Programs/Settings
- SKU# ECN1125
- Joint Commission Resources

Clarifications and Expectations | How to Plan for Emergency Utility System Disruptions EC.02.05.01, EPs 8-13 and 16 (Environment of Care News, Aug 2015; Perspectives, Aug 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- All Accreditation Programs/Settings
- SKU# ECN0815
- Joint Commission Resources

Clarifications and Expectations | Implementing a Robust Equipment Maintenance Program: CMS and The Joint Commission align expectations for alternate maintenance frequencies (Environment of Care News, May 2014; Perspectives, May 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- Critical Access Hospital, Hospital
- SKU# ECN0514
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Clarifications and Expectations | Keeping It Clean: The EC professional’s role in supporting thorough and reliable endoscope reprocessing (Environment of Care News, Apr 2014; Perspectives, Apr 2014)
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Clarifications and Expectations | Living Better in the Built Environment (Environment of Care News, Sep 2015; Perspectives, Sep 2015)
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- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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Clarifications and Expectations | Maintaining Automatic Sprinkler Systems: Progressing further into EC.02.03.05 (Environment of Care News, Jun 2014; Perspectives, Jun 2014)
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- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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Clarifications and Expectations | Maintaining Medical Gas Safety: Clarifying storage requirements for freestanding medical gas cylinders (Environment of Care News, Feb 2014; Perspectives, Feb 2014)
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- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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- Joint Commission Resources

Clarifications and Expectations | Power Up!: Keeping emergency power generators on call and ready to go (Environment of Care News, Jan 2014; Perspectives, Jan 2014)
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- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- All Accreditation Programs/Settings
- SKU# ECN0114
- Joint Commission Resources

Clarifications and Expectations | Remaining Vigilant: Key safety issues to watch for on EC tours (Environment of Care News, Oct 2014; Perspectives, Oct 2014)
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- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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- SKU# ECN1014
- Joint Commission Resources

Clarifications and Expectations | Revised Equipment Maintenance Standards for Hospitals The Joint Commission explains enhanced requirements (Environment of Care News, Sep 2014; Perspectives, Sep 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- Critical Access Hospital, Hospital
- SKU# ECN0914
- Joint Commission Resources

Clarifications and Expectations | Testing and Maintaining Gaseous and Portable Fire Extinguishers Examining Standard EC.02.03.05, EPs 14-16 (Environment of Care News, Oct 2015; Perspectives, Oct 2015)
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- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- All Accreditation Programs/Settings
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Clarifications and Expectations | Testing Fire Pumps, Standpipe Water Flow, and Kitchen-Based Fire-Extinguishing Systems: Delving further into EC.02.03.05 (Environment of Care News, May 2015; Perspectives, May 2015)
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- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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### Clarifications and Expectations with George Mills: Understanding Key Changes to the Life Safety Standards (*Environment of Care News*, Jan 2017)
- 2017
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN 0117
- Joint Commission Resources

### Clinical Practical Guidelines: Closing the Gap between Theory and Practice
- 2016
- White Paper
- Accessible to All
- All JCI Accreditation Programs/Settings
- Joint Commission International

### CMSAccess™
- E-Resource
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- Hospital
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- Joint Commission Resources

### CMS Readiness Webinar Series
- 2017
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Complying with the Most Challenging Joint Commission Standards (Oct 26, 2017)
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Critical Access Hospital: 2017 National Patient Safety Goals
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  - Manual Chapter
  - Accessible to All
  - Critical Access Hospital
  - The Joint Commission

EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition
- 2017
  - E-Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBECME17, ISBN# 978-1-59940-893-1
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- 2017
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- 2017
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- 2017
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- 2015
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- 2014
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- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical Record – Laboratory Requirements

- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission

### Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical Record – Preferred Language

- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Hospital
- The Joint Commission

### Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medical/Clinical Record – Authentication Document

- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Office-Based Surgery Practices
- The Joint Commission

### Standards Interpretation FAQs | Record of Care, Treatment, and Services (RC): Medication Order – Content

- **2016**
- **FAQ**
- Accessible to All
- Ambulatory Health Care, Hospital
- The Joint Commission
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<th>Rights and Responsibilities of the Individual (RI): Organ Donation – Patient Wishes</th>
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Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Before Taping

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital
- The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Not Provided

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming in the Emergency Room – Consent

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Standards Interpretation FAQs | Transplant Safety (TS): Tissue – Adverse Reactions

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Transplant Safety (TS): Tissue – Standards Applicability

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Transplant Safety (TS): Tissue Implants – Traceability of Records

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
- The Joint Commission

Standards Interpretation FAQs | Transplant Safety (TS): Tissue Source Facilities – Licensing and Registration Verification

- 2016
- FAQ
- Accessible to All
- Laboratory, Office-Based Surgery Practices
- The Joint Commission
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Independent Practitioners -Waived Testing Competency
- 2016
- FAQ
  - Accessible to All
  - Hospital, Laboratory
  - The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Laboratory Director Of Record – Definition
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Laboratory Test Complexity – Waived, Moderate and High
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Medical/Clinical Record – Reference Ranges
- 2016
- FAQ
  - Accessible to All
  - Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers
  - The Joint Commission

- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Provider Performed Microscopy Procedures (PPMP) – Resources
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Qualifications – Color-blind Testing
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - The Joint Commission
Standards Interpretation FAQs | Waived Testing (WT): Refrigerator Storage – Reagents, Medications, Specimens
▶ 2016
▶ FAQ
▶ http://bit.ly/1IziSNl
▶ Accessible to All
▶ Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
▶ The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Testing – Rapid Group Strep A Strep Culture Follow-up
▶ 2016
▶ FAQ
▶ http://bit.ly/1IziSNl
▶ Accessible to All
▶ Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Office-Based Surgery Practices
▶ The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Tests – Professional or Home Use (Glucose Meters, Etc.)
▶ 2016
▶ FAQ
▶ http://bit.ly/1IziSNl
▶ Accessible to All
▶ Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Office-Based Surgery Practices
▶ The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Urine Drug Testing – Behavioral Health Care Facility
▶ 2016
▶ FAQ
▶ http://bit.ly/1IziSNl
▶ Accessible to All
▶ Behavioral Health Care, Hospital, Laboratory
▶ The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Waived Testing – Log Requirement
▶ 2016
▶ FAQ
▶ http://bit.ly/1IziSNl
▶ Accessible to All
▶ Behavioral Health Care, Nursing Care Centers
▶ The Joint Commission

Standards Interpretation FAQs | Waived Testing (WT): Waived Testing -Laboratory Director Qualifications
▶ 2016
▶ FAQ
▶ http://bit.ly/1IziSNl
▶ Accessible to All
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Standards Interpretation FAQs | Waived Testing (WT): Waived Testing- Screening or Definitive
▶ 2016
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▶ Ambulatory Health Care, Behavioral Health Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
▶ The Joint Commission

Strategies to Address the 10 Most Commonly Cited Home Care Standards: May 21, 2015
▶ 2015
▶ Webinar, Slide Presentation
▶ Accessible to All
▶ Home Care
▶ The Joint Commission
Stroke Certification Conference: June 8, 2017
- 2017
- Education Event
- Fee-Based
- Critical Access Hospitals, Hospitals
- SKU#EDU1714
- Joint Commission Resources

Take 5 with The Joint Commission | Everything You Need to Know about the SAFER Matrix
- 2016
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Take 5 with The Joint Commission | JAMDA Study - The Joint Commission’s Nursing Home Accreditation Predicts Qualit
- 2016
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Test Your Standards IQ (Environment of Care News, Feb 2017)
- 2017
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0217
- Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Jan 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
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- SKU# ECN0314
- Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Jan 2015)
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- SKU# ECN0115
- Joint Commission Resources

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- Joint Commission Resources

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The Benefits of Achieving Joint Commission Accreditation Across the Care Continuum: Hospital to Home

- 2016
- Webinar, Slide Presentation
- Accessible to All
- Home Care
- The Joint Commission

The “Golden Opportunity” of Accreditation (Ambulatory Buzz, May 31, 2016)

- 2016
- Blog
- [http://bit.ly/1UwUmRz](http://bit.ly/1UwUmRz)
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

The Joint Commission Big Book of Checklists

- 2016
- E-Book
- [http://bit.ly/2hP0drj](http://bit.ly/2hP0drj)
- Fee-Based
- All Accreditation Programs/Settings
- SKU# EBJCHK16, ISBN# 978-1-59940-940-5
- Joint Commission Resources

The Joint Commission Big Book of Checklists

- 2016
- Soft-Cover Book
- [http://bit.ly/2hP0drj](http://bit.ly/2hP0drj)
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The Joint Commission Big Book of Tracer Questions

- 2017
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- 2017
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The Joint Commission Perspectives

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Toolkit for New Accreditation Professionals

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► Fee-Based
► All Accreditation Programs/Settings
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► 2017
► Periodical Article
► http://bit.ly/1NAJH3R
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# ECN0117
► Joint Commission Resources

Tracer Methodology 101 | After Your Mock Tracer: Turn Information into Action (The Source, Oct 2015)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# TS1015
► Joint Commission Resources

Tracer Methodology 101 | Competence Assessment Tracer in a Hospital (The Source, Jan 2015)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► Critical Access Hospital, Hospital
► SKU# TS0115
► Joint Commission Resources

Tracer Methodology 101 | Health Information Tracer for Nursing Care Centers (The Source, Nov 2014)
► 2014
► Periodical Article
► Fee-Based (via subscription)

► Nursing Care Centers
► SKU# TS1114
► Joint Commission Resources

Tracer Methodology 101 | Infection Prevention and Control System Tracer in a Federally Qualified Health Center (The Source, Jul 2015)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► Ambulatory Health Care
► SKU# TS0715
► Joint Commission Resources

Tracer Methodology 101 | Infection Prevention and Control Tracer in an Ambulatory Surgery Center (The Source, Oct 2014)
► 2014
► Periodical Article
► Fee-Based (via subscription)
► Office-Based Surgery Centers
► SKU# TS1014
► Joint Commission Resources

Tracer Methodology 101 | Medication Management in Hospital Psychiatric Units (The Source, Jun 2015)
► 2015
► Periodical Article
► Fee-Based (via subscription)
► Critical Access Hospital, Hospital
► SKU# TS0615
► Joint Commission Resources

Tracer Methodology 101 | Medication Management in the Community Health Center (The Source, Mar 2014)
► 2014
► Periodical Article
► Fee-Based (via subscription)
► Ambulatory Health Care, Behavioral Health Care
► SKU# TS0314
► Joint Commission Resources
Tracer Methodology 101 | Medication Management Tracer in an Ambulatory Surgery Center (*The Source*, Jun 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Office Based Surgery Centers
  - SKU# TS0616
  - Joint Commission Resources

Tracer Methodology 101 | Medication Storage in Hospitals (*The Source*, Jul 2014)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
  - SKU# TS0714
  - Joint Commission Resources

Tracer Methodology 101 | Northport Veterans Affairs Medical Center Reviews Transplant Safety Using Tracers (*The Source*, Nov 2015)
- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practice
  - SKU# TS1115
  - Joint Commission Resources

Tracer Methodology 101 | Patient Flow Tracer in a Level I Trauma Center (*The Source*, Dec 2014)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Hospital
  - SKU# TS1214
  - Joint Commission Resources

- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - Laboratory
  - SKU# TS0315
  - Joint Commission Resources

Tracer Methodology 101 | Tracing Pain Management in a Nursing Care Center (*The Source*, May 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - Nursing Care Centers
  - SKU# TS0516
  - Joint Commission Resources

- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
  - SKU# TS0814
  - Joint Commission Resources

Tracers with AMP™
- Software
  - Fee-Based
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - Joint Commission Resources
### Tracing the Environment of Care | Construction site safety: A sample mock tracer you can use (*Environment of Care News, Jan 2014*)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0114
  - Joint Commission Resources

### Tracing the Environment of Care | Safety risks and compliance issues in infant and pediatric security: A sample mock tracer you can use (*Environment of Care News, Dec 2013*)
- 2013
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
  - SKU# ECN1213
  - Joint Commission Resources

### Tracing the Environment of Care | Security of radioactive material: A sample mock tracer you can use (*Environment of Care News, Nov 2014*)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# ECN1114
  - Joint Commission Resources

### Tracing the Environment of Care | A sample hazardous materials and waste management mock tracer you can use (*Environment of Care News, Mar 2013*)
- 2013
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0313
  - Joint Commission Resources

### Understanding Joint Commission Expectations for Medical Device Maintenance Activities (*Environment of Care News, Feb 2017*)
- 2017
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# ECN0217
  - Joint Commission Resources

- 2016
  - Webinar
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

- 2017
  - Webinar
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# JCRQSN
  - JCRQSN
What's New from The Joint Commission in 2017? Major Changes to Standards and Survey Process (
*The Source*, Jan 2017)

- 2017
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0117
- Joint Commission Resources

You Can See Clearly Now (*The View from The Joint Commission*, Jun 2, 2016)

- 2016
- Blog
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission
Surgical Safety

Surgical mortality, surgical booking, surgical fires, retained foreign objects, surgical site infections, and Time Outs—all are covered in the resources listed in this section. Surgical safety has long been a priority for The Joint Commission, and the content here reflects that focus.

### A Multidisciplinary Team Approach to Retained Foreign Objects (Journal on Quality and Patient Safety, Mar 2009)
- **2009**
- Accessible to All
- Hospitals, Ambulatory Care
- SKU#FR1019, SKU#JQPS0309
- Joint Commission Resources The Joint Commission
- Joint Commission International

### Alert: Only You Can Prevent Surgical Fires (The Source, Jul 2012)
- **2012**
- Periodical Article
- Accessible to All
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# FR1017, SKU# TS0712
- Joint Commission Resources, The Joint Commission, Joint Commission International

### At risk: Obstructive sleep apnea patients (Quick Safety! – Issue 14, Jun 2015)
- **2015**
- Newsletter
- [http://bit.ly/1SK5iFt](http://bit.ly/1SK5iFt)

### Benchmark | Saint Anthony’s Health Center Improves Performance on SCIP-9 (The Source, Apr 2015)
- **2015**
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0415
- Joint Commission Resources

- **2016**
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# JCRQSN4562
- JCRQSN

### Development of a Web-Based Surgical Booking and Informed Consent System to Reduce the Potential for Error and Improve Communication (Journal on Quality and Patient Safety, Mar 2014)
- **2014**
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0314
- Joint Commission Resources
Editorial | Overhauling the Entire System of Care to Improve Cardiac Surgery Outcomes (Journal on Quality and Patient Safety, Feb 2015)

- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0215
  - Joint Commission Resources

Educating Patients About Surgical Site Infections: Complying with NPSG.07.05.01 (Perspectives on Patient Safety, Dec 2010)

- 2010
  - Periodical Article
  - Accessible to All
  - Critical Access Hospital, Hospital, Office-Based Surgery
  - SKU# FR1040, SKU# PSP1210
  - Joint Commission Resources, The Joint Commission


- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0515
  - Joint Commission Resources

Factors Associated with Inpatient Thoracentesis Procedure Quality at University Hospitals (Journal on Quality and Patient Safety, Jan 2016)

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0116
  - Joint Commission Resources


- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0516
  - Joint Commission Resources

It's as simple as 1-2-3 (Ambulatory Buzz, May 05, 2016)

- 2016
  - Blog
  - Accessible to All
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - The Joint Commission

Joint Commission’s chief safety officer interviewed by ABC-7 about URFOs

- 2016
  - News Brief
  - Accessible to All
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - The Joint Commission

Journey to Top Performance: A Multipronged Quality Improvement Approach to Reducing Cardiac Surgery Mortality (Journal on Quality and Patient Safety, Feb 2015)

- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0215
  - Joint Commission Resources
Medication Safety in the Operating Room: A Survey of Preparation Methods and Drug Concentration Consistencies in Children’s Hospitals in the United States (Journal on Quality and Patient Safety, Oct 2014)

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Potential risks of robotic surgery (Quick Safety! – Issue 3, Jun 2014)

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› Critical Access Hospital, Hospital, Office-Based Surgery Practices
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Redesigning the Patient Observer Model to Achieve Increased Efficiency and Staff Engagement on a Surgical Trauma Inpatient Unit (Journal on Quality and Patient Safety, Feb 2016)

› 2016
› Periodical Article
› Fee-Based (via Elsevier)
› All Accreditation Programs/Settings
› SKU# JQPS0216
› Joint Commission Resources

Reducing Cardiac Surgery Mortality (Journal on Quality and Patient Safety, Feb 2015)

› 2015
› Periodical Article
› Complimentary to Customers
› Critical Access Hospitals, Hospitals, Office-Based Surgery
› SKU# FR1047, SKU# JQPS0216
› Joint Commission Resources

Risks related to power morcellation in gynecologic surgery (Quick Safety! – Issue 8, Nov 2014)

› 2014
› Newsletter
› Accessible to All
› Critical Access Hospital, Hospital, Office-Based Surgery Practices
› The Joint Commission

Standards Interpretation FAQs | Environment of Care (EC): Operating Room – Temperature

› 2016
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› Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Surgical Site Infections (SSI) – Surveillance

› 2016
› FAQ
› Accessible to All
› Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
› The Joint Commission

Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Sedation and Anesthesia – Pre-Induction Assessment – Documentation

› 2016
› FAQ
› Accessible to All
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**Surgical Safety (continued)**

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Protecting health care workers is an increasing area of concern, addressing workplace violence, injuries, infection prevention, security, and other hazards. The resources in this section highlight the range of pressing issues and include periodical articles in partnership with the Occupational Safety and Health Administration (OSHA).

### Key

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<tr>
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<th>Link</th>
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<th>Source of Content</th>
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### Implementing Hospital Respiratory Protection Programs: Strategies from the Field

- 2014
- Monograph
- [http://bit.ly/1Ks3h7](http://bit.ly/1Ks3h7)
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

### Improving Patient and Worker Safety

- 2012
- Monograph
- Accessible To All
- All Accreditation Programs/Settings
- The Joint Commission

### Inpatient Workplaces Under the Microscope: OSHA expands hazards policy enforcement at hospitals, nursing homes, care centers, and residential care facilities (Environment of Care News, Jan 2016)

- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0116
- Joint Commission Resources

### OSHA Alliance

- 2016
- Web Page
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission, Joint Commission Resources
OSHA & Worker Safety | Engineering Solutions to Workplace Violence: Prevent workplace violence via safety-enhancing design and equipment (Environment of Care News, Mar 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0314
- Joint Commission Resources

- 2015
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0815
- Joint Commission Resources

OSHA & Worker Safety | Laser Beam Safety Scheme: Why your health care organization needs to implement an effective medical laser safety program (Environment of Care News, Feb 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# ECN0215
- Joint Commission Resources

- 2015
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings

Preventing Violent and Criminal Events (Quick Safety! – Issue 5, Aug 2014)
- 2014
- Newsletter
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Sentinel Event Alert | Issue 45: Preventing Violence in the Health Care setting
- 2010
- Alert
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Sentinel Event Alert | Issue 48: Health Care Worker Fatigue and Patient Safety
- 2011
- Alert
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
Worker Safety (continued)

Take 5 with The Joint Commission I Workplace Violence
- 2016
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Teaming Up Against Workplace Violence (Leadership Blog, Oct 19, 2016)
- 2016
- Blog
  - http://bit.ly/2ev0aMo
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Transforming Health Care Into a High Reliability Industry
- 2014
- Video
  - http://bit.ly/1IWkNYm
- Accessible to All
- All Accreditation Programs/Settings
- Joint Commission Resources

What hurts your patients can also hurt your staff (Leadership Blog, Nov 25, 2013)
- 2013
- Blog
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Workplace Violence in Healthcare – Joint Commission Blog Posts
- 2016
- Blog
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Workplace Violence in Healthcare – Joint Commission Newsletters
- 2016
- Newsletter
  - http://bit.ly/2cmkWM1
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Workplace Violence in Healthcare – Joint Commission Research Resources
- 2016
- Online Resources
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

- 2016
- Blog
  - http://bit.ly/2f3c5on
- Accessible to All
- Ambulatory Health Care, Office-Based Surgical Centers
- The Joint Commission

Workplace Violence in Healthcare – Presentation Slides
- 2016
- Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Workplace Violence Prevention Resources
- 2016
- Web Portal Home Page
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
This collection of resources submitted from Joint Commission customers is a value-added tool for Joint Commission customers. It promotes health care quality and safety by providing accredited customers with excellent examples of real-life, fully implemented standards solutions from their peers.

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### Active Shooter Resources

- **2015**
  - Slide Presentation, Report, Newsletter, Brochure
  - Joint Commission Connect™ (customer extranet)
  - Complimentary to Customers
  - Hospital
  - Joint Commission Customers

### Acute Ischemic Stroke Endovascular Pathway

- **2015**
  - Tool
  - Joint Commission Connect™ (customer extranet)
  - Complimentary to Customers
  - Disease Specific Care
  - Joint Commission Customers

### Acute Pain Protocol

- **2015**
  - Tool
  - Joint Commission Connect™ (customer extranet)
  - Complimentary to Customers
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### Acute Stroke Pathway

- **2015**
  - Tool
  - Joint Commission Connect™ (customer extranet)
  - Complimentary to Customers
  - Disease Specific Care
  - Joint Commission Customers

### Addressing the Safety of Hospital Clinical Alarms: First Steps

- **2015**
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  - Joint Commission Connect™ (customer extranet)
  - Complimentary to Customers
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Caring for Your Child – Traveling with Oxygen
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► Complimentary to Customers
► Hospital
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Using RPI Tools to Improve Compliance with Home Care Standards
► 2015
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## Leading Practices Library (continued)

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