The Joint Commission
Enterprise
Content Library
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Current as of July 1, 2017 ▶ Q3 2017

The Joint Commission
Joint Commission Center for Transforming Healthcare
Joint Commission Resources
Joint Commission International
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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It is current as of July 1, 2017 and is updated quarterly.

For more information about The Joint Commission, please visit
The Joint Commission
Enterprise Content Library
INDEX

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.

Certification Programs  Certifications are earned by programs or services that may be based within or associated with a health care organization. These programs could be within the medical center or in the community. Certification programs resources listed in this section include those for Disease Specific Care, Palliative Care, Health Care Staffing Services, Integrated Care, Medication Compounding Perinatal Care, Primary Care Medical Homes, and Patient Blood Management.

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 its 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 work force. Resources listed in this section include various periodical articles that explore nurses’ central and critical role in health care.
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.

### Addressing Care Plan Challenges: Strategies for Home Health & Hospice Providers: Jul 24, 2012
- 2012
- Webinar, Slide Presentation
- Accessible to All
- Home Care
- The Joint Commission

### An Interdepartmental Care Model to Expedite Admission from the Emergency Department to the Medical ICU (Journal on Quality and Patient Safety, Dec 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS1215
- Joint Commission Resources

### Benchmark | Improving Performance on Key Measures Related to Transitions of Care (The Source, Sep 2014)
- 2014
- Periodical Article

### CMS: Best Practices in Care Planning Compliance (The Source, Jul 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- SKU# TS0716
- Joint Commission Resources

### CMS Readiness Webinar Series | Part 9: Reviewing Your Discharge Planning Process: Sep 27, 2017
- 2017
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# WEB17CMS
- Joint Commission Resources

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

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)
- 2015
  - 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
Care Coordination & Transitions (continued)

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

- 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](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/1lWkNYm
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital
► SKU# JQPS0215
► Joint Commission Resources
### Care Coordination & Transitions (continued)

- **“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
  - 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
  - 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
  - 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
  - Accessible to All
  - Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
  - Center for Transforming Healthcare

  - 2016
  - Periodical Article
  - 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
  - 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
- 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
  - Joint Commission Resources
Using the Targeted Solutions Tool® (TST®) to Improve Emergency Department Handoffs in a Community Hospital (Journal on Quality and Patient Safety, Mar 2016)

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0316
- Joint Commission Resources

Year-End Resident Clinic Handoffs: Narrative Review and Recommendations for Improvement (Journal on Quality and Patient Safety, Feb 2017)

- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0217
- Joint Commission Resources
Certifications are earned by programs or services that may be based within or associated with a health care organization. These programs could be within the medical center or in the community. Certification program resources listed in this section include those for Disease Specific Care, Palliative Care, Health Care Staffing Services, Integrated Care, Medication Compounding Perinatal Care, Primary Care Medical Homes, and Patient Blood Management.

**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

**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

**2017 Comprehensive Certification Manual for Disease-Specific Care Including Advanced Programs for DSC Certification**
- 2017
- Spiral-bound Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# DSCC17
- ISBN# 9781599409566
- Joint Commission Resources

**2017 Disease-Specific Care Review Process Guide**
- 2016
- E-Book
- Accessible to All
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- The Joint Commission

- 2016
- E-Book
- Accessible to All
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- 2016
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**2017 Review Process Guide for Certification for Comprehensive Cardiac Centers**
- 2017
- E-Book
- Accessible to All
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- Webinar, Slide Presentation
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- All Accreditation Programs/Settings
- The Joint Commission

The Basics: Getting Started on Disease-Specific Care Certification: May 4, 2017
- 2017
- Webinar, Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

The Basics: Most Frequently Cited Disease-Specific Care Certification Standards: May 24, 2017
- 2017
- Webinar, Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

The Joint Commission’s Advanced Inpatient Diabetes Certification and Standards Update 2017: Feb 10, 2017
- 2017
- Webinar, Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

The Q-HIP Care Coordination Measure & The Joint Commission’s Integrated Care Certification: Nov 9, 2016
- 2016
- Webinar, Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Thrombectomy Stroke Certification Offered Next Year (Dateline @ TJC Blog, May 31, 2017)
- 2017
- Blog
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

What Is Certification?
- 2017
- Web Page
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

What You Need to Know About Performance Measurement in Disease-Specific Care: Feb 21, 2013
- 2013
- Teleconference, Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Why We Hire Joint Commission Certified Staffing Firms: Oct 13, 2015
- 2015
- Webinar, Slide Presentation
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
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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<td>Our children’s health depends on appropriate imaging practices &amp; shared decisions (<em>Leadership Blog</em>, Dec 4, 2013)</td>
<td>2013</td>
<td>Blog</td>
<td><a href="http://bit.ly/1No2S0X">http://bit.ly/1No2S0X</a></td>
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<td>Ambulatory Health Care, Critical Access Hospital, Hospital</td>
<td>The Joint Commission</td>
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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# QJPS0715
- 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 River Runs Through It: Three Lessons from the West Virginia Water Emergency
- 2014
- Column
- [http://bit.ly/1NgMFth](http://bit.ly/1NgMFth)
- Fee-Based
- All Accreditation Programs/Settings
- The Joint Commission

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

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
- SKU# ECN0614
- Joint Commission Resources

Building Resilience with Vulnerable Populations: Health care organizations need to plan carefully to ensure the safety of at-risk patients during emergencies (*Environment of Care News*, Jul 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0714
- Joint Commission Resources

- 2015
- Periodical Article
- Fee-Based (via subscription); Complimentary to Customer (via Perspectives on Joint Commission Connect™)
- All Accreditation Programs/Settings

CMS Readiness Webinar Series | Part 7: Emergency Preparedness: Jul 26, 2017
- 2017
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# WEB17CMS
- Joint Commission Resources

Cut-and-Dry Crisis: Health care organizations respond to water use ban in West Virginia (*Environment of Care News*, Aug 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0814
- Joint Commission Resources

Ebola Preparedness Resources
- 2015
- Web Portal Home Page
- Accessible to All
- All Accreditation Programs/Settings
- 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
- Joint Commission Resources
Emergency Management (continued)

EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition

- 2017
  - Soft-Cover Book
  - Fee-Based
  - All Accreditation Programs/Settings
    - SKU# ECOME17, ISBN# 978-1-59940-892-4
  - Joint Commission Resources

ED to the Extreme: Rush’s New Emergency Response Center Raises Bar on Disaster Readiness (Environment of Care News, Nov 2012)

- 2012
  - Periodical Article
  - Accessible to All
  - Critical Access Hospital, Hospital
    - SKU# FR1030, SKU# ECN1112
  - Joint Commission Resources

Effectively Mobilizing Emergency Volunteers: Distinguishing between disaster privileging and assigning disaster responsibilities (Environment of Care News, Dec 2014)

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


- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
    - SKU# ECN1115
  - Joint Commission Resources


- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
    - SKU# ECN1215
  - Joint Commission Resources

Emergency Management Base Camp: April 18, 2017

- 2017
  - Education Event
  - Accessible to All
  - All Accreditation Programs/Settings
    - SKU# EDU1707
  - Joint Commission Resources

Emergency Management Debrief: Lessons Learned

- 2016
  - Slide Show
  - Accessible to All
  - All Accreditation Programs/Settings
    - The Joint Commission
Emergency Management Resources – Vulnerable Populations

- 2016
- Web Portal Page
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Emergency Management Resources – Security/Violence/Active Shooter

- 2016
- Web Portal Page
  - http://bit.ly/1NJuoEg
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Emergency Management Strategies for Nursing Care Centers: Sep 3, 2015

- 2015
- Webinar, Slide Show
- Accessible to All
- Nursing Care Centers
- The Joint Commission

Emergency Preparedness in Home Care: Aug 20, 2015

- 2015
- Webinar, Slide Show, Q & A
- Accessible to All
- Home Care
- The Joint Commission

Emerging Threats: Preparing for Infectious Disease Outbreaks (The Source, Feb 2015)

- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers
- SKU# TS0215
- Joint Commission Resources
Emergency Management (continued)

Environment of Care® 2017 Crosswalk
- 2017
- E-Book
- http://bit.ly/2gIfRSv
- Fee-Based
- Hospital
- SKU# EBECX17, ISBN# 978-1-59940-962-7
- Joint Commission Resources

Environment of Care News
- Periodical Subscription
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN, ISSN# 1097-9913
- Joint Commission Resources

- 2017
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital

- SKU# WEB17EC
- Joint Commission Resources

Focus on Emergency Management (Home Care Bulletin – Issue One, 2014)
- 2014
- Newsletter
- Accessible to All
- Home Care
- The Joint Commission

Gearing Up for Flu Season: Encouraging Vaccination for Staff (The Source, Nov 2011)
- 2011
- Periodical Article
- http://bit.ly/1ExEwDb
- Accessible to All
- All Accreditation Programs/Settings
- SKU# FR1042, SKU# TS1111
- Joint Commission Resources

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

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
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital, Nursing Care Centers
- SKU# ECN1216
- Joint Commission Resources

Hospital Breakfast Briefings | Emergency Management: Sep 7, 2017
- 2017
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# WEB17HAPBB
- Joint Commission Resources
Emergency Management (continued)

Hospital Preparedness: Keep Those Boilers Running During a Water Outage (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
- SKU# ECN0516
- Joint Commission Resources

If the Creek Don’t Rise: A hospital’s response to historic storms illustrates the importance of complying with Joint Commission Emergency Management Standards (Environment of Care News, Sep 2015)
- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
- SKU# ECN0915
- Joint Commission Resources

Implementing Hospital Respiratory Protection Programs: Strategies from the Field
- 2014
  - Monograph
  - http://bit.ly/1KsS3h7
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Influenza Pandemic Preparedness and Response – Infographic
- 2015
  - Poster
  - Accessible to All
  - Ambulatory Health Care, Office-Based Surgery Practices
  - The Joint Commission

Influenza Pandemic Preparedness and Response in Ambulatory Settings
- 2015
  - Online Course
  - Accessible to All
  - Ambulatory Health Care, Office-Based Surgery Practices
  - The Joint Commission

Joint Commission Standards: Safely and effectively managing the infectious Ebola patient
- 2014
  - List
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

Maintaining Readiness: CMS approves emergency management standard (Environment of Care News, Nov 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN1116
  - Joint Commission Resources

Managing Risk: Maintaining a Safe Environment for Vulnerable Patients in a Disaster (Environment of Care News, Jul 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
  - SKU# ECN0716
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6th Edition in Depth: Structural Integrity of Patient Care Environments in the Event of a Disaster *(JCInsight, Feb 2017)*

- 2017
  - Newsletter Article
  - Accessible to All
  - All Accreditation Programs/Settings
  - Joint Commission International

**Spotlight on Success:** A firsthand look at a successful approach to emergency management compliance *(Environment of Care News, Jan 2017)*

- 2017
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0117
  - Joint Commission Resources

**Standards by Program Related to IC and EM for Ebola Situations**

- 2014
  - List
  - [http://bit.ly/1NgTOlg](http://bit.ly/1NgTOlg)
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

**Standards Interpretation FAQs | Emergency Management (EM): Meetings – Emergency Management**

- 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): Plans – Business Occupancy Requirement**

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

**Standards Interpretation FAQs | Emergency Management (EM): Plans – Emergency Management 96-Hour Plan**

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

**Standards Interpretation FAQs | Emergency Management (EM): Incident Command Structure – Emergency Management**

- 2016
  - FAQ
  - Accessible to All
  - Critical Access Hospital, Hospital, Nursing Care Centers
  - The Joint Commission
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<th>Standing Together: An Emergency Planning Guide for America’s Communities</th>
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The Hazard Games: “Disaster Olympix” Teaches Hospital Staff How to Handle Calamities (Environment of Care News, Sep 2012)
- 2012
- Periodical Article
- Accessible to All
- Critical Access Hospital, Hospital
- SKU# FR1031, SKU# ECN0912
- 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

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

What We Can Learn from the Ebola Emergencies: Ebola-treating hospitals talk about managing infection diseases (Environment of Care News, Apr 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers

When Disaster Strikes: Will your medical equipment stay up and running? (Environment of Care News, Jun 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# ECN0614
- Joint Commission Resources

Workplace Violence Prevention – 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

Your Lab and Ebola: What You Need to Know from CDC and The Joint Commission
- 2015
- Webinar
  http://bit.ly/1DcH7V
- Accessible to All
- Laboratory
- The Joint Commission
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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- Critical Access Hospital, Hospital
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- Joint Commission Resources

  - 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# ECN1114
  - Joint Commission Resources

- A Toxic Environment: Flint, MI, health care organizations respond to lead contamination ([Environment of Care News, Jul 2016](http://bit.ly/1NAJH3R))
  - 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0716
  - Joint Commission Resources

- Ace Your Hospital Survey by Focusing on EC and LS ([Leadership Blog, Jan 22, 2014](http://bit.ly/1SKiCxl))
  - 2014
  - Blog
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission
Automated Suppression – LS.02.01.35

2016
Web Portal Page
Accessible to All
Critical Access Hospital, Hospital
The Joint Commission

Automated Suppression – LS.02.01.35 | Clinical Impact

2016
Web Portal Page
http://bit.ly/2gPjUu2J
Accessible to All
Critical Access Hospital, Hospital
The Joint Commission

Automated Suppression – LS.02.01.35 | Example of Improved Compliance

2016
Diagram
Accessible to All
Critical Access Hospital, Hospital
The Joint Commission

Automated Suppression – LS.02.01.35 | Leadership

2016
Web Portal Page
http://bit.ly/2gOfEjf
Accessible to All
Critical Access Hospital, Hospital
The Joint Commission

Automated Suppression – LS.02.01.35 | Leadership Awareness

2016
Web Portal Page
http://bit.ly/2gOfEjf
Accessible to All
Critical Access Hospital, Hospital
The Joint Commission

Averting Drug Diversion: How to recognize and prevent medication theft by staff (Environment of Care News, Aug 2015)

2015
Periodical Article
http://bit.ly/1NAJH3R
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

Avoid Playing with Fire: The importance of inspecting, maintaining, and documenting portable fire extinguishers (Environment of Care News, Jan 2017)

2017
Periodical Article
http://bit.ly/1NAJH3R
Fee-Based (via subscription)
Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
SKU# ECN0117
Joint Commission Resources

Behavioral Health Care (Environment of Care News, Feb 2017)

2017
Periodical Article
http://bit.ly/1NAJH3R
Fee-Based (via subscription)
Behavioral Health Care
SKU# ECN0217
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Built Environment – EC.02.06.01

2015
Web Portal Page
http://bit.ly/1TBbSfu
Accessible to All
Critical Access Hospital, Hospital
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Built Environment – EC.02.06.01 | Clinical Impact
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  - Web Portal Page
  - http://bit.ly/1SbJ86A
  - Accessible to All
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Built Environment – EC.02.06.01 | Example of Improved Compliance
- 2016
  - Diagram
  - Critical Access Hospital, Hospital
  - The Joint Commission

Built Environment – EC.02.06.01 | Fireside Chat
- 2015
  - Video
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Built Environment – EC.02.06.01 | Leadership
- 2015
  - Web Portal Page
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Built Environment – EC.02.06.01 | Leadership Awareness
- 2016
  - Online Resource

  - Critical Access Hospital, Hospital
  - The Joint Commission

Centers for Medicare & Medicaid Services (CMS) | Complying with the CMS Conditions of Participation: Infection Control from Facilities and Engineering: Sep 22, 2016
- 2016
  - Webinar
  - Fee-Based
  - Critical Access Hospital, Hospital
  - SKU# JCRQSN4565
  - JCRQSN

CJCP® Education Module | Environment of Care
- 2017
  - Online Education
  - Fee-Based
  - Hospital
  - SKU# CJCP05.2017
  - 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)
  - Critical Access Hospital, Hospital
  - SKU# TS0813
  - Joint Commission Resources

Clarifications and Expectations | 7 Easy Steps to Risk Assessment: How you can do it and why you need to (Environment of Care News, Mar 2013; Perspectives, Mar 2013)
- 2013
  - Periodical Article
  - Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
  - All Accreditation Programs/Settings
  - SKU# ECN0313
  - Joint Commission Resources
Clarifications and Expectations | Caution: E-cigarettes Pose Potential Hazards (Environment of Care News, Jan 2015; Perspectives, Jan 2015)
► 2015
► Periodical Article
► http://bit.ly/1NAJH3R
► Fee-Based (via subscription), Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
► All Accreditation Programs/Settings
► SKU# ECN0115
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► 2015
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EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition
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Environment of Care & Infection Prevention & Control – A Partnership: June 22-23, 2017
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- Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
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**SOC™ process changes effective August 1**

- **2016**
- Webinar; Slides
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers
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**Standards BoosterPak™ for Environment of Care**

- **2014**
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- All Accreditation Programs/Settings
- The Joint Commission

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- **2015**
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Home Care
- The Joint Commission

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- **2014**
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- All Accreditation Programs/Settings
- The Joint Commission

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- **2013**
- E-Resource
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► 2016  
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► 2016  
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► 2016  
► FAQ  
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► 2016  
► FAQ  
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► 2016  
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► 2016  
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### Standards Interpretation FAQs | Environment of Care (EC): Design Criteria – Clinical Sink in a Medical Surgical Unit

- **2016**
- **FAQ**
- Accessible to All
- Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- The Joint Commission

### Standards Interpretation FAQs | Environment of Care (EC): Design Criteria – Clinical Sink in an Outpatient Setting

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

### Standards Interpretation FAQs | Environment of Care (EC): Design Criteria – Facility Guidelines Institute (FGI)

- **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): Electronic Cigarettes – Health Care Occupancy

- **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 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**
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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.

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    - Fee-Based (via Elsevier)
      - Critical Access Hospital, Hospital

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

Effective Leadership: Building a Strong Safety Culture in Your Hospital (The Source, Jun 2014)
- 2014
  - Periodical Article
    - Fee-Based (via subscription)
      - All Accreditation Programs/Settings
    - SKU# JQPS0414
    - Joint Commission Resources

Engaging Frontline Leaders and Staff in Real-Time Improvement (Journal on Quality and Patient Safety, Apr 2016)
- 2016
  - Periodical Article
    - Fee-Based (via Elsevier)
      - All Accreditation Programs/Settings
    - SKU# JQPS0416
    - Joint Commission Resources

Exploring Consumer Understanding and Use of Electronic Hospital Quality Information
- 2012
  - White Paper
    - http://bit.ly/1JcTeON
    - Accessible to All
      - All Accreditation Programs/Settings
    - The Joint Commission
Governance & Leadership (continued)

5 Sure-Fire Methods I Complying with Standard LD.04.03.09 (The Source, Nov 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS1116
  - Joint Commission Resources

5 Sure-Fire Methods | Complying with Standard LD.01.03.01 (The Source, Apr 2017)
- 2017
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0417
  - Joint Commission Resources

From Board to Bedside: How the Application of Financial Structures to Safety and Quality Can Drive Accountability in a Large Health Care System (Journal on Quality and Patient Safety, Apr 2017)
- 2017
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0417
  - Joint Commission Resources

From Front Office to Front Line: Essential Issues for Health Care Leaders, Second Edition
- 2011
  - E-Book
  - Fee-Based
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  - SKU# EBFOFL11, ISBN# 978-1-59940-723-4
  - Joint Commission Resources, Joint Commission International

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  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
  - SKU# FOFL11, ISBN# 978-1-59940-723-4
  - Joint Commission Resources Joint Commission International

Getting the Board on Board: What Your Board Needs to Know About Quality and Patient Safety, Third Edition
- 2016
  - 5-Pack
  - Fee-Based
  - All Accreditation Programs/Settings
  - Joint Commission Resources

Getting the Board on Board: What Your Board Needs to Know About Quality and Patient Safety, Third Edition
- 2016
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  - All Accreditation Programs/Settings
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Getting the Board on Board: What Your Board Needs to Know About Quality and Patient Safety, Third Edition
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  - Site License
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBBQS116SL, ISBN# 978-1-59940-943-6
  - Joint Commission Resources
How The Joint Commission supports the work of physicians (Leadership Blog, Jun 19, 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

How to reach the goal of zero patients harmed (Leadership Blog, Mar 26, 2014)
- 2014
- Blog
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

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

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
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Improving America’s Hospitals | The Joint Commission’s Annual Report on Quality and Safety – 2011
▶ 2011
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▶ http://bit.ly/1HC1QZR
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▶ Annual Report

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▶ 2016
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▶ 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/2gYEiJe
▶ Fee-Based (via Elsevier)
▶ All Accreditation Programs/Settings
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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
▶ http://bit.ly/2gYEiJe
▶ Fee-Based (via Elsevier)
▶ All Accreditation Programs/Settings
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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
▶ http://bit.ly/29hPte0
▶ Accessible to All
▶ Nursing Care Centers
▶ The Joint Commission
Governance & Leadership (continued)

Knowing, and Doing: Closing the Gaps in Board Leadership for Improvement of Quality and Safety (Journal on Quality and Patient Safety, Jun 2017)
► 2017
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0617
► Joint Commission Resources

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

Leading the Way | Developing a Strong Safety Culture (The Source, May 2017)
► 2017
► Periodical Article
► http://bit.ly/1KrmIfFe
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# TS0517
► Joint Commission Resources

Leading the way to high reliability by communicating and connecting (Leadership Blog, Oct 13, 2013)
► 2013
► Blog
► http://bit.ly/1PMn3Jp
► 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
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
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► Joint Commission Resources

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► 2015
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► http://bit.ly/29hPte0
► Accessible to All
► Nursing Care Centers
► The Joint Commission

Listening and communicating = patient satisfaction and better care (Leadership Blog, Sep 18, 2013)
► 2013
► Blog
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► Accessible to All
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Managing Disruptions to Patient Flow Capacity: Rapid-Cycle Improvement in a Pediatric Cardiac Procedure Complex (Journal on Quality and Patient Safety, Jul 2016)
- 2016
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- Critical Access Hospital, Hospital
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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
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- The Joint Commission

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- 2012
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- All Accreditation Programs/Settings
- The Joint Commission

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- 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
► http://bit.ly/1LjoEkH
► 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
► 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
► http://bit.ly/2hAOF82
► 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
► http://bit.ly/2gYEJJe
► 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
► http://bit.ly/1KDScOM
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Sentinel Event Alert | Issue 43: Leadership Committed to Safety
► 2009
► Alert
► http://bit.ly/1Jmw22L
► 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
► http://bit.ly/2n82ddh
► 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
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- The Joint Commission
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### Governance & Leadership (continued)

#### 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 1 *(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 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

#### Strategies for Aligning Physicians to System Redesign Goals at Eight Safety-Net Systems *(Journal on Quality and Patient Safety, Dec 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# JQPS1214
- Joint Commission Resources

#### Strategies for Creating, Sustaining, and Improving a Culture of Safety in Health Care, 2nd Edition

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

#### Supporting the Work of Physician Leaders

- **2013**
- Video
- 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
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
The alarming world (Leadership Blog, Jul 17, 2013)
- 2013
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- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

- 2016
- Webinar, Slide Presentation
- Accessible to All
- Nursing Care Centers
- The Joint Commission

- 2012
- E-Book
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- Critical Access Hospital, Hospital

- SKU# EBPSOH12, ISBN# 978-1-59940-704-3
- Joint Commission Resources

- 2012
- Soft-Cover Book
- 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

- 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
- 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)
- 2016
- 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
- All Accreditation Programs/Settings
- The Joint Commission


- 2017
- Blog
- 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.

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<th>Resource name</th>
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A Novel Design for Drug-Drug Interaction Alerts Improves Prescribing Efficiency (Journal on Quality and Patient Safety, Sep 2015)

- [http://bit.ly/1TOvho5](http://bit.ly/1TOvho5)
- Fee-Based
- Behavioral Health Care
- SKU# BH12, ISBN# 978-1-59940-706-7
- Joint Commission Resources

Benchmark | 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)

- 2013
- 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

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)

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)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0314
- Joint Commission Resources


- 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

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 Health Care, 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
  - http://bit.ly/1QKnjZt
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission
- 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
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Safe Health IT Saves Lives
- 2015
- Video
- 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): Medical Record – Laboratory Requirements
- 2016
- FAQ
- Accessible to All
- Laboratory
- 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
- 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
- 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
- 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
- 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
► http://bit.ly/1lziSNi
► Accessible to All
► Ambulatory Health Care, Hospital
► 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

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/2gYEJJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0216
► Joint Commission Resources

Take 5 with The Joint Commission I Safe Use of Health Information Technology
► 2015
► Podcast
► http://bit.ly/1nAxvL4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Tracer Methodology 101 | Health Information Tracer for Nursing Care Centers (The Source, Nov 2014)
► 2014
► Periodical Article
► http://bit.ly/1KrmiFe
► 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
► http://bit.ly/1KrmiFe
► 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
- 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 2016)

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# FRI043, 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.

- **Year published**: 2015
- **Type of resource**: Periodical Article
- **Accessibility**: Fee-Based (via subscription)
- **Applicable accreditation programs/settings**: Home Care
- **SKU**: TS1215
- **Source of content**: Joint Commission Resources

- **Year published**: 2014
- **Type of resource**: Periodical Article
- **Accessibility**: Fee-Based (via Elsevier)
- **Applicable accreditation programs/settings**: Critical Access Hospital, Hospital
- **SKU**: JQPS0714
- **Source of content**: Joint Commission Resources

### Benchmark I St. Bernards Medical Center Improves Performance with Staff Education (*The Source*, Nov 2014)
- **Year published**: 2014
- **Type of resource**: Periodical Article
- **Accessibility**: Fee-Based (via subscription)
- **Applicable accreditation programs/settings**: Hospital
- **SKU**: TS1114
- **Source of content**: Joint Commission Resources

### Changes to Review Notification Policy for HCSS Firms Seeking Recertification
- **Year published**: 2017
- **Type of resource**: Web Page
- **Accessibility**: Accessible to All
- **Applicable accreditation programs/settings**: All Accreditation Programs/Settings
- **Source of content**: Joint Commission Resources
Human Resources (continued)

CJCP® Certification Joint Commission Professional™
Focus on the “Human Resources” Chapter (The Source, Oct 2016)
► 2016
► Periodical Article
► http://bit.ly/1KrmIfE
► 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
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0416
► Joint Commission Resources

Eight Critical Factors in Creating and Implementing a Successful Simulation Program (Journal on Quality and Patient Safety, Jan 2014)
► 2014
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital
► SKU# JQPS0114
► Joint Commission Resources

► 2015
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Critical Access Hospital, Hospital
► SKU# JQPS0615
► Joint Commission Resources

Ensuring Staff Competency: Complying with HR.01.6.01 (The Source, Jan 2014)
► 2014
► Periodical Article
► http://bit.ly/1KrmIfE
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# TS0114
► Joint Commission Resources

Filling the Ranks: Home Care Organization Innovates to Improve Staffing and Scheduling (The Source, Feb 2017)
► 2017
► Periodical Article
► http://bit.ly/1KrmIfE
► Fee-Based (via subscription)
► Home Care
► SKU# TS0217
► Joint Commission Resources

5 Sure-Fire Methods | Complying with Standard HR.01.06.01 for Laboratories (The Source, Jul 2016)
► 2016
► Periodical Article
► http://bit.ly/1KrmIfE
► Fee-Based (via subscription)
► Laboratory
► SKU# TS0716
► Joint Commission Resources

5 Sure-Fire Methods | Verifying and Evaluating Staff Qualifications in Behavioral Health Care (The Source, Aug 2016)
► 2016
► Periodical Article
► http://bit.ly/1KrmIfE
► Fee-Based (via subscription)
► Behavioral Health Care
► SKU# TS0816
► Joint Commission Resources
Hit the Ground Running | Onboarding New Accreditation Professionals (The Source, Jun 2017)

- 2017
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0617
- Joint Commission Resources

Masters of Employee Orientation Training: From floods to fires, Baptist-DeSoto hospital’s program trains staff for any emergency (Environment of Care News, Mar 2012)

- 2012
- Periodical Article
- Accessible to All
- Critical Access Hospital, Hospital
- SKU# FR1033, SKU# ECN0312
- Joint Commission Resources

New Requirement for Ambulatory Care Organizations Providing Sleep Center Services

- 2017
- Web Page
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

Protecting Patients and Staff: PPE Training Through Simulation (Environment of Care News, Feb 2016)

- 2016
- Periodical Article
- Fee-Based (via subscription)
- Hospital
- SKU# ECN0216
- The Joint Commission

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# TS014
- 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
► http://bit.ly/1lzisNI
► 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
► http://bit.ly/1lzisNI
► 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
► http://bit.ly/1lzisNI
► 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
► http://bit.ly/1lzisNI
► Accessible to All
► Nursing Care Centers
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Credentialing and Privileging – Peer References
► 2016
► FAQ
► http://bit.ly/1lzisNI
► 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): Criminal Background Checks – Requirements
► 2016
► FAQ
► http://bit.ly/1lzisNI
► 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
► http://bit.ly/1lzisNI
► Accessible to All
► Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Histopathology Grossing – Individual Qualifications
► 2016
► FAQ
► http://bit.ly/1lzisNI
► Accessible to All
► Laboratory
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Human Resource Standards – Applicability to Contracted and Volunteer Personnel
► 2016
► FAQ
► http://bit.ly/1lzisNI
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
► The Joint Commission
Standards Interpretation FAQs | Human Resources (HR): Joint Commission Accredited Contract – Applicability of Standards
► 2016
► FAQ
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Laboratory and Point-of-Care Testing Personnel – Evidence of Qualifications
► 2016
► FAQ
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Non-licensed, Non-employee Individuals – Oversight expectations
► 2016
► FAQ
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Non-waived Testing – Competency
► 2016
► FAQ
► Accessible to All
► Laboratory
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Primary Source Verification – Definition
► 2016
► FAQ

► Accessible to All
► Nursing Care Centers
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Primary Source Verification – Education
► 2016
► FAQ
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Primary Source Verification – Laboratory and Point-of-Care Testing Personnel
► 2016
► FAQ
► Accessible to All
► Laboratory
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Primary Source Verification – Licensed Independent Practitioners Education
► 2016
► FAQ
► Accessible to All
► Behavioral Health Care
► The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Privileges – Permission to Administer Moderate Sedation
► 2016
► FAQ
► Accessible to All
► Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
► The Joint Commission
Standards Interpretation FAQs | Human Resources (HR): Privileges/Affiliation/Work History – Verification at other Healthcare Organizations

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

Standards Interpretation FAQs | Human Resources (HR): Privileging – National Practitioner Databank

- 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 | Human Resources (HR): Provider Performed Microscopy Procedure (PPMP) – Personnel Requirements

- 2016
- FAQ
- Accessible to All
- Laboratory
- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Reappointment – Clinical Responsibilities

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

Standards Interpretation FAQs | Human Resources (HR): Reappointment and Re privileging – Due Dates

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

Standards Interpretation FAQs | Human Resources (HR): Reappointment and Re privileging – Governing Body Approval Date

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

Standards Interpretation FAQs | Human Resources (HR): Scribe – Compliance with Joint Commission Standards

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

Standards Interpretation FAQs | Human Resources (HR): Scribe – Definition

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

Standards Interpretation FAQs | Human Resources (HR): Scribe – Entering Orders

- 2016
- FAQ
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission
Human Resources (continued)

Standards Interpretation FAQs | Human Resources (HR): Verification – Education
- 2016
- FAQ
- http://bit.ly/1lziN1
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital
- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Verification – Primary Source Verification – Definition
- 2016
- FAQ
- http://bit.ly/1lziN1
- 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): Verification – Education – Transcripts
- 2016
- FAQ
- http://bit.ly/1lziN1
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital
- The Joint Commission

Standards Interpretation FAQs | Human Resources (HR): Verification – Primary Source Verification – Definition
- 2016
- FAQ
- http://bit.ly/1lziN1
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Office-Based Surgery Practices
- The Joint Commission

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
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

<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>
</tr>
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</table>

### Accelerating the Diagnosis and Treatment of Sepsis

- 2012 Video
- 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
- 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
- Fee-Based
- All Accreditation Programs/Settings
- SKU# HHB05
- Joint Commission Resources, Joint Commission International

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

- 2008
- Buttons
- 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

Becoming Parent and Nurse: High-Fidelity Simulation in Teaching Ambulatory Central Line Infection Prevention to Parents of Children with Cancer (Journal on Quality and Patient Safety, May 2017)

- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- Home Care
- SKU# JQPS0517
- 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# TS0614
► Joint Commission Resources

► 2012
► Hard-Cover Book
► http://bit.ly/1hJbSim
► Fee-Based
► All Accreditation Programs/Settings
► SKU# BPIPC11, ISBN# 978-1-59940-619-0
► Joint Commission Resources

► 2012
► E-Book
► http://bit.ly/1hJbSim
► Fee-Based
► All Accreditation Programs/Settings
► SKU# EBBPIPC11, ISBN# 978-1-59940-721-0
► Joint Commission Resources, Joint Commission International

Best Practices on Reducing EEDs
► 2012
► Booklet
► http://bit.ly/1IWlz0d
► 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)
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- **2015**
  - Compendium
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- **2017**
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- **2017**
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### Study: Six-Step Hand-Washing Technique Found Most Effective (*The Source*, Jun 2016)

- 2016
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  - The Joint Commission

### Preventing Hospital Acquired Infections (HAIs): High-Level Disinfection (HLD) and Sterilization (May 25, 2017)

- 2017
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### Protecting Patients and Staff from Infection Risks: Cleaning and disinfecting environmental surfaces (*Environment of Care News*, Oct 2015)

- 2015
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  - Joint Commission Resources

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Research study update: Study off to a great start thanks to participating nursing homes (InTouch, Mar 15, 2017)
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- Nursing Care Centers
- The Joint Commission

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- The Joint Commission

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- The Joint Commission

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- Brochure, Poster
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- All Accreditation Programs/Settings
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- The Joint Commission, Joint Commission Resources

Speak Up™ | Antibiotics: Know the Facts

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- 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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- Joint Commission Resources

Standard IC.02.04.01 Influenza Vaccination for Licensed Independent Practitioners and Staff (HAP, CAH, LTC)

- 2011
- Presentation Slide Presentation
- Accessible to All
- Critical Access Hospital, Hospital, Nursing Care Centers
- The Joint Commission

Standards BoosterPak™ for High-Level Disinfection (HLD) and Sterilization

- 2015
- E-Resource
- Joint Commission Connect™ (customer extranet)
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| Standards Interpretation FAQs | Infection Prevention and Control (IC): Laundering – Guidelines For Surgical Scrubs or other Surgical/Procedural Attire Modify | April 11, 2016 |
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| 2016                          | FAQ                                                                                                             |
|                               | http://bit.ly/1zisNi                                                                                            |
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Pressure Ulcer – Prevention Actions
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“Stopping Infection Is In Our Hands” Buttons – Packs of 10 (English)
► 2008
► Buttons
► http://bit.ly/1P1yNod

► 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
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Strategies for Improving Rapid Influenza Testing – Infographic
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Strategies for Improving Rapid Influenza Testing and Treatment in Ambulatory Settings (SIRAS)
► 2014
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► http://bit.ly/1memfRx
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Superbug reveals challenges with high-level disinfection (Quick Safety! – Issue 11, Mar 2015)
► 2015
► Newsletter
► http://bit.ly/1XmaN46
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Surgical Site Infections

- 2010
  - Wept Portal Home Page
  - 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
  - Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- Joint Commission Resources

Tackling Surgical Site Infections

- 2010
  - Video
  - [http://bit.ly/1iWkNYm](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
  - 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

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- 2015
  - Podcast
  - 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
  - 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
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Take 5 with The Joint Commission | Influenza Vaccination of Health Care Personnel

- 2014
  - Podcast
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Take 5 with The Joint Commission | New TQ hand hygiene compliance data says it all
► 2013
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Take 5 with The Joint Commission | On Rapid Influenza Testing
► 2013
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Take 5 with The Joint Commission | New Standards BoosterPak™ now available – High-Level Disinfection (HLD) and Sterilization
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Take That Back: How to handle medical device recalls (Environment of Care News, Jun 2015)
► 2015
► Periodical Article
► http://bit.ly/1NAJH3R
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► SKU# ECN0615
► Joint Commission Resources

Targeted Solutions Tool®: Hand Hygiene
► 2009
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► Joint Commission Connect™ (customer extranet)
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Tdap Vaccination Strategies for Adolescents and Adults, Including Health Care Personnel: Strategies from Research and Practice
► 2011
  ► Monograph
  ► http://bit.ly/1UndHU9
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Teleconference on Behavioral Health Care Standard IC.02.04.01
► 2011
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The APIC/JCR Infection Prevention and Control Workbook, Third Edition
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The APIC/JCR Infection Prevention and Control Workbook, Third Edition
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► 2013
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Using the Risk Assessment to Set Goals and Develop the Infection Prevention and Control Plan
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  - Accessible to All
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  - Joint Commission Resources, 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
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  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0116
  - 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
  - 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

What hurts your patients can also hurt your staff (Leadership Blog, Nov 25, 2013)
- 2013
  - Blog
  - Accessible to All
  - All Accreditation Programs/Settings
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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
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  - 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
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
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<td>Ensuring the Safety and Maintenance of Laboratory Equipment: Addressing the top three standard EC.02.04.03 violations (Environment of Care News, May 2017)</td>
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Publications/Resources – Environment of Care,
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Standards Interpretation FAQs | Leadership (LD):
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Standards Interpretation FAQs | National Patient
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WHO Web Sites
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Hand Hygiene – CDC or WHO – Nutrition Services

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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Hand Hygiene – Corridor Dispensers of Alcohol-based Hand Products

► 2016
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Test Results – ChronicCritical Values – Repeat Results

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► Accessible to All
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Test Results – ChronicCritical Values Definition

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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Laboratory Not Accredited By The Joint Commission

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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Orders for Care/Critical Test Values

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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Two Patient Identifiers – Same Identifiers Throughout The Organization

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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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- 2016
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- 2016
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- Accessible to All
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Standards Interpretation FAQs | Quality System Assessment for Nonwaived Testing (QSA): Individualized Quality Control Plan (IQCP) – Requirement
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Standards Interpretation FAQs | Quality System Assessment for Nonwaived Testing (QSA): Pathology – Quantity of Tissue Submission
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Standards Interpretation FAQs | Waived Testing (WT): Refrigerator Storage – Reagents, Medications, Specimens
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Standards Interpretation FAQs | Waived Testing (WT): Tests – Professional or Home Use (Glucose Meters, Etc.)
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Standards Interpretation FAQs | Waived Testing (WT): Urine Drug Testing – Behavioral Health Care Facility
- 2016
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Standards Interpretation FAQs | Waived Testing (WT): Waived Testing- Screening or Definitive
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Tracer Methodology 101 | Quality System Assessment for Cytology in a Laboratory (The Source, Mar 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Laboratory
- SKU# TS0315
- Joint Commission Resources

Tracer Methodology 101 | Study: Point-of-Care Testing and Laboratories (The Source, Aug 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0816
- Joint Commission Resources

Tracer Methodology 101 | Waived Testing in a Critical Access Hospital (The Source, Aug 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0814
- Joint Commission Resources

Tracer Methodology 101 | Proficiency Testing in Hospital Laboratories (The Source, May 2017)
- 2017
- Periodical Article
- Fee-Based (via subscription)
- Laboratory
- SKU# TS0517
- 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)
- Laboratory, Hospital
- SKU# JQPS0315
- 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
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 Blueprint for Improving Systemwide Inpatient Glucose Management (Journal on Quality and Patient Safety, Apr 2017)
- Year published: 2017
- Type of resource: Periodical Article
- Accessibility: Fee-Based (via Elsevier)
- Applicable accreditation programs/Settings: All Accreditation Programs/Settings
- SKU: JQPS0417
- Source: 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
- Accessibility: Fee-Based (via Elsevier)
- Applicable accreditation programs/Settings: Critical Access Hospital, Hospital
- SKU: JQPS0415
- Source: Joint Commission Resources

### 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
- Accessibility: Fee-Based (via Elsevier)
- Applicable accreditation programs/Settings: All Accreditation Programs/Settings
- SKU: JQPS0117
- Source: 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
- Accessibility: Fee-Based (via Elsevier)
- Applicable accreditation programs/Settings: All Accreditation Programs/Settings
- SKU: JQPS0716
- Source: 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
- Accessibility: Fee-Based (via Elsevier)
- Applicable accreditation programs/Settings: Critical Access Hospital, Hospital
- SKU: JQPS0715
- Source: 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
  - Joint Commission Resources

  - 2017
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0417
  - Joint Commission Resources

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

Applying the Chronic Care Model to Improve Care and Outcomes at a Pediatric Medical Center (*Journal on Quality and Patient Safety*, Mar 2017)
  - 2017
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0317
  - Joint Commission Resources

  - 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
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  - SKU# JQPS0616
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Benchmarking in Health Care, Second Edition
- 2012
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- SKU# EBBM11, ISBN# 978-1-59940-720-3
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Benchmarking in Health Care, Second Edition
- 2012
- Hard-Cover Book
- Fee-Based
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- 2015
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- 2017
- Online Education
- Fee-Based
- Hospital
- SKU# CJCP07.2017
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- 2017
- E-Book
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- 2011
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- 2011
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- Joint Commission Connect™ (customer extranet)
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- The Joint Commission

Deployment of Rapid Response Teams by 31 Hospitals in a Statewide Collaborative (Journal on Quality and Patient Safety, Apr 2015)

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Effective Implementation of Enhanced Recovery Pathway Programs: The Key to Disseminating Evidence into Practice (Journal on Quality and Patient Safety, Oct 2015)

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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)

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Engaging Patients at the Front Lines of Primary Care Redesign: Operational Lessons for an Effective Program (Journal on Quality and Patient Safety, Dec 2014)

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- Periodical Article
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eCQM FAQs

- 2015
- FAQs
- Accessible to All
- Critical Access Hospitals, Hospitals
- The Joint Commission

eCQM Hospital Readiness

- 2016
- Webinar
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Effect of a Real-Time Pediatric ICU Safety Bundle Dashboard on Quality Improvement Measures (Journal on Quality and Patient Safety, Sep 2015)

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Enhancing the Effectiveness of Team Debriefings in Medical Simulation: More Best Practices (*Journal on Quality and Patient Safety*, Mar 2015)
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- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0315
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Experience with Designing and Implementing a Bundled Payment Program for Total Hip Replacement (*Journal on Quality and Patient Safety*, Sep 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0915
- Joint Commission Resources

Exploring How to Better Measure and Improve the Quality of Medication Reconciliation (*Journal on Quality and Patient Safety*, May 2017)
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- Periodical Article
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- SKU# JQPS0517
- 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
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Facts about ORYX® for Hospitals (National Hospital Quality Measures)
- 2015
- Web Page
- Critical Access Hospitals, Hospitals
- The Joint Commission

FAQs About 2017 ORYX® Performance Measure Reporting Requirements
- 2016
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- Joint Commission Resources

- 2017
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
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- Joint Commission Resources

- 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# EBPIMS11, ISBN# 978-1-59940-725-8
- Joint Commission Resources

- 2012
- Site License
- Fee-Based
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# PIMS11SL, ISBN# 978-1-59940-725-8
- Joint Commission Resources


- 2012
- Soft-Cover Book
- Fee-Based
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# PIMS11, ISBN# 978-1-59940-569-8
- Joint Commission Resources, Joint Commission International

Guiding Principles for the Development of the Hospital of the Future

- 2008
- Report
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission


- 2015
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- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
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- Joint Commission Resources


- 2016
- Periodical Article
- Fee-Based (via Elsevier)
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Identifying Gaps in Inpatient Care of Patients with Diabetes Mellitus: Where Do We Go From Here? (Journal on Quality and Patient Safety, Jan 2017)

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- Periodical Article
- Fee-Based (via Elsevier)
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- SKU# JQPS0117
- Joint Commission Resources


- 2016
- Periodical Article
- Fee-Based (via Elsevier)
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Initiating an Enhanced Recovery Pathway Program: An Anesthesiology Department’s Perspective (Journal on Quality and Patient Safety, Oct 2015)
- 2015
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  - SKU# JQPS1015
  - Joint Commission Resources

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

Joint Commission Measures | Hospital-Based Inpatient Psychiatric Services
- 2016
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  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Joint Commission Measures | Osteoporosis Initiative
- 2013
  - Web Page
  - Accessible to All
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Center, Office-Based Surgery Practice
  - The Joint Commission

Joint Commission Measures | Stroke
- 2017
  - Web Page
  - http://bit.ly/1QYogwA
  - Accessible to All
  - Critical Access Hospital, Hospital
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Joint Commission Measures | Substance Use
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  - Web Page
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  - Web Page
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Joint Commission Measures | Children’s Asthma Care
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▶ 2017
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▶ 2014
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Managing Disruptions to Patient Flow Capacity: Rapid-Cycle Improvement in a Pediatric Cardiac Procedure Complex (Journal on Quality and Patient Safety, Jul 2016)
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Measure Development Initiatives
▶ 2016
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▶ http://bit.ly/2gGlzSE
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Measuring to Improve Medication Reconciliation in a Large Subspecialty Outpatient Practice (Journal on Quality and Patient Safety, May 2017)
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Mock Tracer: Mental Health Center
▶ 2011
▶ Video
▶ http://bit.ly/1Ek2nzA
▶ Critical Access Hospital, Home Care, Hospital
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Mock Tracer: Therapeutic School
- 2011
- Video
  - Accessible to All Accreditation Programs/Settings
  - Ambulatory Health Care, Behavioral Health Care, Home Care
  - The Joint Commission

Mock Tracers for Ambulatory Care, Revised Edition
- 2015; Revised 2017
- E-Book
  - Fee-Based
  - Ambulatory Health Care
  - SKU# EBMTAC15, ISBN# 978-1-59940-891-0
  - Joint Commission Resources

Mock Tracers for Behavioral Health Care, Revised Edition
- 2015; Revised 2017
- E-Book
  - Fee-Based
  - Behavioral Health Care
  - SKU# EBMTBHC15, ISBN# 978-1-59940-893-4
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Mock Tracers for Home Care, Revised Edition
- 2015; Revised 2017
- E-Book
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- 2016
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Online Toolkits for Metric-Driven Quality Improvement: The Veterans Health Administration Managed Grassroots Approach (Journal on Quality and Patient Safety, Dec 2013)
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Patient Safety Tool Box: The Braden Scale for Assessing Pressure Ulcer Risk (The Source, Oct 2015)
- 2015
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Patient-Centered Care: Just Ask a Thoughtful Question and Listen (Journal on Quality and Patient Safety, Jun 2016)
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Pediatric Postoperative Pulse Oximetry Monitoring During Transport to the Postanesthesia Care Unit Reduces Frequency of Hypoxemia (Journal on Quality and Patient Safety, Mar 2017)
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Performance Improvement and the Environment of Care (Environment of Care News, Oct 2016)
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Performance Measurement
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Performance Measurement in Rural Communities: The Low-Volume, Large Measurement Challenge (Journal on Quality and Patient Safety, May 2017)
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Pioneers in Quality (PIQ)
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  ▶ The Joint Commission

Pioneers in Quality | ABCs of eCQMs: Acronyms and Resources You Need to Know: Jun 28, 2016
  ▶ 2016
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Pioneers in Quality | eCQM Implementation and Submission Insights: Jun 28, 2016
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Practice-Based Learning and Improvement: A Clinical Improvement Action Guide, Third Edition
► 2012
► E-Book
► http://bit.ly/1hHPsCJ
► Fee-Based
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# EBAG12, ISBN# 978-1-59940-750-0
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Practice-Based Learning and Improvement: A Clinical Improvement Action Guide, Third Edition
► 2012
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Preparing for Quality-Based Reimbursement: Strategies for Success: July 14, 2015
► 2015
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QUEST®: A Data-Driven Collaboration to Improve Quality, Efficiency, Safety, and Transparency in Acute Care *(Journal on Quality and Patient Safety, Jun 2016)*

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  - Critical Access Hospital, Hospital
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Rapidly Increasing Rapid Response Team Activation Rates *(Journal on Quality and Patient Safety, Sep 2015)*

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Redefining Overuse to Include Costs: A Decision Analysis for Computed Tomography in Minor Head Injury *(Journal on Quality and Patient Safety, Jul 2015)*

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  - Periodical Article
  - Fee-Based (via Elsevier)
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  - SKU# JQPS0715
  - Joint Commission Resources

Reporting Quality Improvement Interventions: A Call to Action *(Journal on Quality and Patient Safety, May 2016)*

- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0516
  - Joint Commission Resources

Research Versus Quality Improvement: Distinct or a Distinction Without a Difference? A Case Study Comparison of Two Studies *(Journal on Quality and Patient Safety, Aug 2014)*

- 2014
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0814
  - Joint Commission Resources

Resolve your health care quality and safety problems with the Targeted Solutions Tool® (TST®)

- 2017
  - Webinar
  - Accessible to All
  - All Accreditation Programs/Settings
  - Joint Commission Resources
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<td>Rural Implications of Expanded Birth Volume Threshold for Reporting Perinatal Care Measures <em>(Journal on Quality and Patient Safety, Apr 2016)</em></td>
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<td>SafeCare: An Innovative Approach for Improving Quality Through Standards, Benchmarking, and Improvement in Low- and Middle-Income Countries <em>(Journal on Quality and Patient Safety, Aug 2016)</em></td>
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<td>Safety Tip of the Month: Basic steps in Process Improvement (PI) methodologies <em>(JCI Insight, Jan 2016)</em></td>
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<td>Using a Virtual Breakthrough Series Collaborative to Reduce Postoperative Respiratory Failure in 16 Veterans Health Administration Hospitals <em>(Journal on Quality and Patient Safety, Jan 2014)</em></td>
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<td>Using Lean-Six Sigma to Reduce Hemolysis in the Emergency Care Center in a Collaborative Quality Improvement Project with the Hospital Laboratory <em>(Journal on Quality and Patient Safety, Mar 2015)</em></td>
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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)
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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.

**KEY**

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<td>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)</td>
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<td>Accreditation Management Skills: Encouraging Leader and Physician Engagement (The Source, Mar 2015)</td>
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<td>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)</td>
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CJCP® Certification Joint Commission Professional™ Focus on the “Medical Staff” Chapter (The Source, Jun 2016)
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  - Periodical Article
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- 2014
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Standards BoosterPak™ for Credentialing and Privileging in Non-Hospital Settings
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The Who, What, When and Where’s of Credentialing and Privileging
- 2016
- Booklet
- Accessible to All
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- The Joint Commission

Tracer Methodology 101 | Competence Assessment System Tracer (The Source, Nov 2016)
- 2016
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS1116
- Joint Commission Resources

Tracer Methodology 101 | Professional Evaluation System Tracer (The Source, Jan 2015)
- 2015
- Periodical Article
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- Critical Access Hospital, Hospital
- SKU# TS0115
- Joint Commission Resources

Using OPPE as a performance improvement tool (Leadership Blog, Feb 5, 2014)
- 2014
- Blog
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission
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.

### Key

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<td>A Medical Resident–Pharmacist Collaboration Improves the Rate of Medication Reconciliation Verification at Discharge (Journal on Quality and Patient Safety, Oct 2015)</td>
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<td>A Medication-Based Trigger Tool to Identify Adverse Events in Pediatric Anesthesiology (Journal on Quality and Patient Safety, Jul 2014)</td>
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A Novel Design for Drug-Drug Interaction Alerts Improves Prescribing Efficiency (Journal on Quality and Patient Safety, Sep 2015)
- 2015
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- Fee-Based (via Elsevier)
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Addressing Medication Management Challenges within Home Infusion: Nov 29, 2012
- 2012
- Webinar, Slide Presentation
- Accessible to All
- Home Care
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- 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

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
- Joint Commission Resources

Antibiotic Stewardship Program Protects Patients: Barnes-Jewish Hospital Revamps Program (The Joint Commission 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
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Antimicrobial Stewardship Toolkit
- 2012
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- 2016
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Implementing Computerized Provider Order Entry in Acute Care Hospitals in the United States Could Generate Substantial Savings to Society (Journal on Quality and Patient Safety, Aug 2015)
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Infection Control: Reducing Antibiotic Overuse: May 26, 2016
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- Webinar
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Joint Commission Statement on Pain Management
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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)
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Recommendations and Low-Technology Safety Solutions Following Neuromuscular Blocking Agent Incidents (Journal on Quality and Patient Safety, Feb 2016)
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Sample Medications: Are You Doing It Right? Compliance With the New Joint Commission Requirements
- 2008
  - Webinar
  - Accessible to All
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  - Joint Commission Resources

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Speak Up™ | Antibiotics: Know the Facts
► 2015
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# Medication Safety

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Standards Interpretation FAQs | Medication Management (MM): Multi-Dose Vials – Definition

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- FAQ
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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 | Medication Management (MM): Multi-Dose Vials – Punctured or Opened Discard Date

- 2016
- FAQ
- 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 Interpretation FAQs | Medication Management (MM): Multi-Dose Vials – Punctured or Opened New Expiration Date

- 2016
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- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Multi-Dose Vials – Safe Medication Practices

- 2016
- FAQ
- Accessible to All
- Office-Based Surgery Centers
- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Multi-Dose Vials – Vaccine 28 Day Rule

- 2016
- FAQ
- 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

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- 2016
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Standards Interpretation FAQs | Medication Management (MM): Sample Medications – Applicability of Standards

- 2016
- FAQ
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- 2016
- FAQ
- Accessible to All
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### Medication Safety (continued)

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# Medication Safety (continued)

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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 work force. Resources listed in this section include various periodical articles that explore nurses’ central and critical role in health care.

**KEY**

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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)

- 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# JQPS0216
- Joint Commission Resources

Facts about the Nursing Advisory Council

- Web 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

For Nurses

- Web Portal Home Page
- [http://bit.ly/1nDyfOg](http://bit.ly/1nDyfOg)
- 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 at the Crossroads Report: Strategies for Addressing the Evolving Nursing Crisis

- 2005
- Monograph
- Accessible to All
- All Accreditation Programs/Settings
- 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

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
- 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

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- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0617
- 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
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# FR1012
- Joint Commission Resources, Joint Commission International, 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
### 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
- Hard-Cover 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

### Using the Integrated Nurse Leadership Program to Reduce Sepsis Mortality (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# JQPS0615
- Joint Commission Resources
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.

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### A Clinical Pathway for Guardianship at Dartmouth-Hitchcock Medical Center (Journal on Quality and Patient Safety, Sep 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQP0914
- Joint Commission Resources

### A Tweet in Time: How two hospitals used social media to instantly update communicators and the community after a fertilizer factory explosion (Environment of Care News, Feb 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# ECN0214
- Joint Commission Resources

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

### Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community
- 2014
- Monograph
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

### Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care: A Roadmap for Hospitals
- 2014
- Monograph
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

### Advancing patient-provider communication and activating patients (Quick Safety! — Issue 29, Nov 2016)
- 2016
- Newsletter
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
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
Patient Rights & Communication (continued)

Exploring Cultural and Linguistic Services in the Nation’s Hospitals: A Report of Findings
► 2007
► E-Resource
► http://bit.ly/1Pv4HwD
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Facts about patient-centered communication
► 2016
► 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/1PV55Uj
► 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
► http://bit.ly/29iFtRn
► 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
► 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/1SKVeE1
► 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
- 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
Promoting Health Equity and Patient Centered Care
► 2012
► Video
► 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/1PXxtI0](http://bit.ly/1PXxtI0)
► 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
► 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 Surgical Errors
► 2009
► Brochure, Podcast, Video
► 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
- Accessible to All Accreditation Programs/Settings
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
- The Joint Commission

Speak Up™ | Avoid a Return Trip to the Hospital
- 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™ | Depression
- 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™ | Five Ways to be Active in Your Care
- 2010, 2011, 2012
- Brochure, Podcast, 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™ | For Specific Health Care Settings
- 2011
- Podcast, Poster, Video
- http://bit.ly/1YWHyFm
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, 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
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

Speak Up™ | Medical Imaging
- 2014
- Poster
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
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Speak Up™ | Memory Problems and Dementia
- 2013
- Brochure
- Accessible to All
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Patient Rights & Communication (continued)

Speak Up™ | The ABC’s of C-sections
- 2016
- Video
  - Accessible to All
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  - The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Confidentiality Agreement – Media
- 2016
- FAQ
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital
  - The Joint Commission

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

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Language Access Services - Bilingual Provider (physician, nurse, etc.) Serving as an Interpreter for a Fellow Provider
- 2017
- FAQ
  - Accessible to All
  - Ambulatory Health Care; Critical Access Hospital; Behavioral Health; Home Care; Hospital; Nursing Care Centers; Office-Based Surgery Practices
  - The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Medical Record – Patient Race and Ethnicity Data Collection
- 2016
- FAQ
  - Accessible to All
  - Hospital
  - The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Organ Donation – Patient Wishes
- 2016
- FAQ
  - 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
  - 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
  - Accessible to All
  - Ambulatory Health Care, Hospital
  - The Joint Commission
### Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Before Taping
- **2016**
- **FAQ**
  - [Link](http://bit.ly/1lziSNl)
  - 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**
  - [Link](http://bit.ly/1lziSNl)
  - 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 in the Emergency Room – Consent
- **2016**
- **FAQ**
  - [Link](http://bit.ly/1lziSNl)
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital
  - The Joint Commission

### Take 5 with The Joint Commission | Preparing Mentally and Physically for Surgery
- **2015**
- **Podcast**
  - [Link](http://bit.ly/1nAxvI4)
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

### Take 5 with The Joint Commission | Addressing Bias in Health Care
- **2015**
- **Podcast**
  - [Link](http://bit.ly/1nAxvI4)
  - 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**
  - [Link](http://bit.ly/1nAxvI4)
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

### Take 5 with The Joint Commission | Why Patient-Centered Communication Matters
- **2013**
- **Podcast**
  - [Link](http://bit.ly/1nAxvI4)
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

### Temporary names put newborns at risk (Quick Safety! – Issue 17, Oct 2015)
- **2015**
- **Newsletter**
  - [Link](http://bit.ly/1OcrJD2)
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission
Patient Rights & Communication (continued)

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

The Family Caregiver Activation in Transitions (FCAT) Tool: A New Measure of Family Caregiver Self-Efficacy (Journal on Quality and Patient Safety, Nov 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Home Care
- SKU# JQPS1115
- Joint Commission Resources

The Impact of Health Literacy on Patient Safety (The Source, Dec 2016)
- 2016
- Periodical Article
- http://bit.ly/1KmJFle
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS1216
- Joint Commission Resources

The Language Services Documentation Tool: Documenting How Patient Language Needs Were Met During Clinical Encounters (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 Centers, Office-Based Surgery Practices
- SKU# JQPS1114
- Joint Commission Resources

Tracer Methodology 101 | Effective Care for Transgender Patients (The Source, Dec 2016)
- 2016
- Periodical Article
- http://bit.ly/1KmJFle
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS1216
- Joint Commission Resources

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

Transitions of care: Engaging patients and families (Quick Safety! – Issue 18, Nov 2015)
- 2015
- Newsletter
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

What Did the Doctor Say?: Improving Health Literacy to Protect Patient Safety
- 2007
- White Paper
- http://bit.ly/1Qb115c
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission
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.

### KEY

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### Patient Safety & High Reliability

A Simple Tool to Improve High Reliability ([Leading Hospital Improvement Blog](http://bit.ly/2tfnWT8), Jun 2, 2017)

- 2017
- Blog
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission
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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

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
  - Video
  - http://bit.ly/1lWkNYm
  - 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
  - http://bit.ly/2gYE1Je
  - Fee-Based (via Elsevier)

Critical Access Hospital, Hospital
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
  - http://bit.ly/2gYE1Je
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0415
  - Joint Commission Resources

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### Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Sedation and Anesthesia – Rescue Requirements

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### Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Test Category – Monitoring Devices

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### Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Timeout - Pre procedure Verification

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Standards Interpretation FAQs | Quality System Assessment for Nonwaived Testing (QSA): Quality Control Ranges - Use Of Manufacturer’s Ranges
- 2016
- FAQ
- [http://bit.ly/1LZisNI](http://bit.ly/1LZisNI)
- Accessible to All
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- The Joint Commission

Standards Interpretation FAQs | Quality System Assessment for Nonwaived Testing (QSA): Quality Control Test – Hematology Analyzers With Two Sample Modes
- 2016
- FAQ
- [http://bit.ly/1LZisNI](http://bit.ly/1LZisNI)
- Accessible to All
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Standards Interpretation FAQs | Quality System Assessment for Nonwaived Testing (QSA): Test Reporting – Acid Fast Stain Result
- 2016
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- [http://bit.ly/1LZisNI](http://bit.ly/1LZisNI)
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Standards Interpretation FAQs | Quality System Assessment for Nonwaived Testing (QSA): Urinalysis Macroscopic – Negative Control
- 2016
- FAQ
- [http://bit.ly/1LZisNI](http://bit.ly/1LZisNI)
- Accessible to All
- Laboratory
- The Joint Commission

Strategies for Conducting a Proactive Risk Assessment (*The Source*, Aug 2014)
- 2014
- Periodical Article

Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0814
- Joint Commission Resources

“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
- The Joint Commission
- 2012
- E-Book
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# EBPSOH12, ISBN# 978-1-59940-704-3
- Joint Commission Resources

- 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)
  - All Accreditation Programs/Settings
  - SKU# JQPS, ISSN# 1553-7250
  - Joint Commission Resources, The Joint Commission, Joint Commission International

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
- SKU# JQPS0314
- Joint Commission Resources

The Ongoing Quality Improvement Journey: Next Stop, High Reliability, Health Affairs, April 2011
- Podcast
  - Accessible to All
  - All Accreditation Programs/Settings
  - Joint Commission Resources

The Only Constant is CHANGE. So Let’s Facilitate Change! (Ambulatory Buzz, Aug 2, 2016)
- 2016
- Blog
  - Accessible to All
  - Ambulatory Health Care
  - The Joint Commission

The Safe Day Call: Reducing Silos in Health Care Through Frontline Risk Assessment (Journal on Quality and Patient Safety, Oct 2014)
- 2014
- Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS1014
  - Joint Commission Resources

The Source
- Periodical Subscription
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS, ISSN# 1542-8672
  - Joint Commission Resources
The State of Patient Safety: Q & A with Saul Weingart, MD, PhD (The Source, March 2014)
  ▶ 2014
  ▶ Periodical Article
  ▶ Fee-Based (via subscription)
  ▶ All Accreditation Programs/Settings
  ▶ SKU# TS0314
  ▶ 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

Transforming Health Care Into a High Reliability Industry
  ▶ 2014
  ▶ Video
  ▶ http://bit.ly/1IwKNYm
  ▶ Accessible to All
  ▶ All Accreditation Programs/Settings
  ▶ Joint Commission Resources

Uptake and Utilization of Practice Guidelines in Hospitals in the United States: the Case of Routine Episiotomy (Journal on Quality and Patient Safety, Jan 2017)
  ▶ 2017
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEiJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital
  ▶ SKU# JQPS0117
  ▶ The Joint Commission

Using a Quantitative Risk Register to Promote Learning from a Patient Safety Reporting System (Journal on Quality and Patient Safety, Feb 2015)
  ▶ 2015
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEiJe
  ▶ Fee-Based (via Elsevier)
  ▶ All Accreditation Programs/Settings
  ▶ SKU# JQPS0215
  ▶ Joint Commission Resources
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.

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<td>A Medication-Based Trigger Tool to Identify Adverse Events in Pediatric Anesthesiology (Journal on Quality and Patient Safety, Jul 2014)</td>
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Alert: Only You can Prevent Surgical Fires (The Source, Jul 2012)
- 2012
- Periodical Article
- Accessible to All
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- SKU#FR1017
- Joint Commission Resources, The Joint Commission, Joint Commission International

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
- Joint Commission Resources

Assisted and Unassisted Falls: Different Events, Different Outcomes, Different Implications for Quality of Hospital Care (Journal on Quality and Patient Safety, Aug 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0814
- Joint Commission Resources
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Care of Psychiatric Patients Boarded in Eds (*Quick Safety! – Issue 1, Apr 2014*)
- 2014
  - Newsletter
  - Accessible to All
  - All Accreditation Programs/Settings
  - The Joint Commission

CJCP® Certification Joint Commission Professional™
Focus on the “Sentinel Events” Chapter (*The Source, Mar 2015*)
- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
  - SKU# TS0315
  - Joint Commission Resources

Creating a Safety Culture
- 2012
  - Video
  - [http://bit.ly/1iWkNYm](http://bit.ly/1iWkNYm)
  - Accessible to All
  - All Accreditation Programs/Settings
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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# JS0514
  - Joint Commission Resources

Diagnosing and Treating “Alarm Fatigue”: Pragmatic and Evidence-Based Approaches Needed (*Journal on Quality and Patient Safety, Jul 2016*)
- 2016
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
  - SKU# JQPS0716
  - Joint Commission Resources

Effective Leadership: Building a Strong Safety Culture in Your Hospital (*The Source, Jun 2014*)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# JQPS0414
  - Joint Commission Resources

- 2016
  - Webinar
  - Accessible to All
  - All Accreditation Programs/Settings
  - Joint Commission Resources

5 Sure-Fire Methods | Complying with the Revised NPSG.15.02.01 for Home Care (*The Source, Jan 2015*)
- 2015
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Home Care
  - SKU# TS0115
  - Joint Commission Resources

Home Oxygen Therapy: Complying with NPSG.15.02.01 (*Perspectives on Patient Safety, Oct 2010*)
- 2010
  - Periodical Article
  - Accessible to All
  - Home Care
  - SKU# FR1018
  - Joint Commission Resources, The Joint Commission, Joint Commission International
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- **2015**
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
  - SKU# TS0515
  - Joint Commission Resources

### 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

### Lessons Learned: Preventing Patient Safety Events Involving Unintended Retained Foreign Objects (*The Source*, Jun 2015)
- **2015**
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
  - SKU# TS0615
  - 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# JOQS0415
  - Joint Commission Resources

### National Patient Safety Goal Self-Assessment Tool (*The Source*, Sep 2015)
- **2015**
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS0915
  - Joint Commission Resources

- **2012**
  - Soft-Cover Book
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  - Joint Commission Resources, Joint Commission International

- **2015**
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital, Nursing Care Centers
  - SKU# TS1115
  - Joint Commission Resources

### Reviewing maternal morbidity (*Quick Safety! – Issue 6*, Sep 2014)
- **2014**
  - Newsletter
  - Accessible to All
  - All Accreditation Programs/Settings
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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

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/1QKnjZt
- Accessible to All
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- The Joint Commission

Sentinel Event | Sentinel Event Data – Event Type by Year
- Web Portal Page
- Accessible to All
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Sentinel Event | Sentinel Event Data Summary
- Web Portal Page
- Accessible to All
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Sentinel Event Alert | Issue 7: Inpatient suicides: Recommendations for Prevention
- 1998
- Alert
- Accessible to All
- Behavioral Health Care, Clinical Access Hospital, Hospital
- The Joint Commission

Sentinel Event Alert | Issue 10: Blood transfusion errors: Preventing future occurrences
- 1999
- Alert
- Accessible to All
- Clinical Access Hospital, Hospital
- The Joint Commission

Sentinel Event Alert | Issue 11: High-alert medications and patient safety
- 1999
- Alert
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► 2002
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Sentinel Event Alert | Issue 26: Delays in Treatment
► 2002
► Alert
► http://bit.ly/1hiShKI
► Accessible to All
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Sentinel Event Alert | Issue 27: Bed Rail-Related Entrapment Deaths
► 2002
► Alert
► http://bit.ly/1NAT3g3
► Accessible to All
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Sentinel Event Alert | Issue 28: Infection Control-related Sentinel Events
► 2003
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Sentinel Event Alert | Issue 29: Preventing Surgical Fires
► 2003
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► http://bit.ly/1JcWWl
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► 2004
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► http://bit.ly/1JcWXMi
► Accessible to All
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Sentinel Event Alert | Issue 31: Revised Guidance to Help Prevent Kernicterus [Retired]
► 2004
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► Accessible to All
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Sentinel Event Alert | Issue 32: Preventing, and Managing the Impact of, Anesthesia Awareness
► 2004
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► 2004
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► 2005
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Sentinel Event Alert | Issue 36: Tubing Misconnections – A Persistent and Potentially Deadly Occurrence
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Sentinel Event Alert | Issue 37: Preventing Adverse Events Caused by Emergency Electrical Power System Failures
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Sentinel Event Alert | Issue 38: Preventing Accidents and Injuries in the MRI Suites
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Sentinel Event Alert | Issue 41: Preventing errors relating to commonly used anticoagulants
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- 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.

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Standards Interpretation FAQs | Waived Testing (WT): Urine Drug Testing – Behavioral Health Care Facility
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FAQ
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- The Joint Commission

Strategies to Address the 10 Most Commonly Cited Home Care Standards: May 21, 2015

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- The Joint Commission

Take 5 with The Joint Commission I Everything You Need to Know about the SAFER Matrix

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- The Joint Commission

Take 5 with The Joint Commission I JAMDA Study - The Joint Commission’s Nursing Home Accreditation Predicts Qualit

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- Accessible to All
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Test Your Standards IQ ([Environment of Care News, Jan 2014](http://bit.ly/1nAxv4))

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Test Your Standards IQ (*Environment of Care News*, Jul 2015)
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  - Periodical Article
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Tracer Methodology 101 | Quality System Assessment for Cytology in a Laboratory (The Source, Mar 2015)
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Tracer Methodology 101 | Tracing Pain Management in a Nursing Care Center (The Source, May 2016)
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Tracer Methodology 101 | Waived Testing in a Critical Access Hospital (The Source, Aug 2014)
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- Software
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Tracing the Environment of Care | Construction site safety: A sample mock tracer you can use (Environment of Care News, Jan 2014)
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Understanding Joint Commission Expectations for Medical Device Maintenance Activities (Environment of Care News, Feb 2017)
- 2017
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  - Joint Commission Resources

- 2016
  - Webinar
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- 2017
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- 2017
- Periodical Article
- Fee-Based (via subscription)
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- Joint Commission Resources
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.

**KEY**

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**Benchmark** | Saint Anthony’s Health Center Improves Performance on SCIP-9 (The Source, Apr 2015)

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2016
- Webinar
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  - Critical Access Hospital, Hospital
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**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)**

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- Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
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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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- Periodical Article
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Potential risks of robotic surgery (Quick Safety! – Issue 3, Jun 2014)

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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)

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Reducing Cardiac Surgery Mortality (Journal on Quality and Patient Safety, Feb 2015)

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- Periodical Article
- Complimentary to Customers
- Critical Access Hospitals, Hospitals, Office-Based Surgery
- SKU# FR1047, SKU# JQPS0216
- Joint Commission Resources The Joint Commission Joint Commission International

Risks related to power morcellation in gynecologic surgery (Quick Safety! – Issue 8, Nov 2014)

- 2014
- Newsletter
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Standards Interpretation FAQs | Environment of Care (EC): Operating Room – Temperature

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Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Sedation and Anesthesia – Pre-Induction Assessment – Documentation

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► Fee-Based (via Elsevier)
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Targeted Solutions Tool® (TST®): Safe Surgery
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► Joint Commission Connect™ (customer extranet)
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► Center for Transforming Health Care

- 2015
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- Critical Access Hospital, Hospital, Office-Based Surgery Practices
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The Cutting Edge: Robot-Assisted Surgery is a Growing Field that Requires Standardization (*The Source*, Jul 2014)

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- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital, Office-Based Surgery Practice
- 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


- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0515
- Joint Commission Resources
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).

### Bullying has no place in health care (Quick Safety! – Issue 24, Jun 2016)
- 2016
- Newsletter
- [http://bit.ly/293g3tS](http://bit.ly/293g3tS)
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

### Emergency Management Resources
- [Web Portal Home Page](http://bit.ly/1NAJKwJ)
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

### Emergency Management Resources – Security/Violence/Active Shooter
- 2016
- Web Portal Page
- [http://bit.ly/1NJuoEg](http://bit.ly/1NJuoEg)
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

### Implementing Hospital Respiratory Protection Programs: Strategies from the Field
- 2014
- Monograph
- [http://bit.ly/1KsS3h7](http://bit.ly/1KsS3h7)
- 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
### Worker Safety (continued)

**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

**OSHA & Worker Safety | Guidelines for Zero Tolerance:** New OSHA publication helps prevent violence in the health care setting (*Environment of Care News*, Aug 2015)

* 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

**OSHA & Worker Safety | Protecting Temporary Workers:** Personnel safety in the health care setting (*Environment of Care News*, May 2015)

* 2015
* Periodical Article
  * Fee-Based (via subscription)
  * All Accreditation Programs/Settings

**Preparing for Active Shooter Situations** (*Quick Safety! – Issue 4*, Jul 2014)

* 2014, addendum 2017
* Newsletter
  * [http://bit.ly/1Q3DWk3](http://bit.ly/1Q3DWk3)
  * Accessible to All
  * All Accreditation Programs/Settings
  * The Joint Commission

**Preventing Violent and Criminal Events** (*Quick Safety! – Issue 5*, Aug 2014)

* 2014, addendum 2017
* Newsletter
  * Accessible to All
  * All Accreditation Programs/Settings
  * The Joint Commission

**Sentinel Event Alert | Issue 45:** Preventing Violence in the Health Care setting

* 2010, addendum 2017
* 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
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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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### Annual Infection Prevention and Control Plan
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### Annual Manager Evaluation
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### Anticoagulant Policy Example
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### Anticoagulants – Visual Guide
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### Assessing and Managing Incontinence: An Emerging Best Practice
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### Assessment and Competency Validation Forms
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### Autoclave Log
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### Bathroom Door Hanging Hazards
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### Behavioral Health Crisis Plan Cards
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Bereavement Risk Assessment for Complicated Grief
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BinaxNOW® RSV Log
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- 2015
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Bug Bytes Newsletter, CAUTI Prevention Practices, CLABSI Prevention Practices, and ERAD Meeting Notes
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Care of Children in the Emergency Department
- 2015
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- 2015
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- 2015
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Chemotherapy Order Checklist
- 2015
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CLABSI Initiative Model
- 2015
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CLIA ICQP Form
- 2016
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Community Acquired Pneumonia Pathway and Antibiotic Stewardship
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Competency Assessment Template – Spanish Document

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Contract Oversight Policy
- 2015
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Contracted Services Performance Expectations and Evaluation MOU Template
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Controlled Substances in Behavioral Health Care
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Core Competency Assessment Guide
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CPD Technician Initial Competency
- 2015
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Cytopathologist Annual Performance Review – Metrics
- 2015
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- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers

Cytotechnologist Daily Workload Report
- 2015
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- 2015
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Dashboard for Life Safety and Environment of Care Form
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Delirium Assessment and Order Set
- 2015
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Depression Screening with ADRS
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Development of Multi-Sensory Pt Experience in Pediatric Radiology
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Diabetic Medications Patient Education Following IV Contrast
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- 2015
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DSRIP Project
- 2015
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ED CHS-65 Behavioral Health Stay Management Care Plan Care Plan
- 2015
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ED CODE STROKE Follow-up
- 2015
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Emergency Department Full Capacity Plan
- 2015
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- 2015
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Endoscopy Conscious Sedation Flowsheet
- 2015
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Environmental Round Audit Tool – iAuditor Template
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Equipment Serialization Process Improvement Photo Project
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Fall Reduction on an Inpatient Rehabilitation Unit – A Quality Improvement Project
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Falls Scale – SCUBA
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Fire Drill Critique, Scoring and EOC Overview Form
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- Home Care
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WRC Triage Assessment
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