The Joint Commission Mission

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### Key

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<thead>
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<th>Resource name</th>
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<th>Identifier for ordering or referencing</th>
<th>Source of content</th>
</tr>
</thead>
<tbody>
<tr>
<td>An Interdepartmental Care Model to Expedite Admission from the Emergency Department to the Medical ICU (Journal on Quality and Patient Safety, Dec 2015)</td>
<td>2015</td>
<td>Periodical Article</td>
<td><a href="http://bit.ly/2qYEiJe">http://bit.ly/2qYEiJe</a></td>
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<tr>
<td>Benchmark</td>
<td>Improving Performance on Key Measures Related to Transitions of Care (The Source, Sep 2014)</td>
<td>2014</td>
<td>Periodical Article</td>
<td><a href="http://bit.ly/1KrmIFe">http://bit.ly/1KrmIFe</a></td>
<td>Fee-Based (via subscription)</td>
<td>All Accreditation Programs/Settings</td>
<td>SKU# TS0716</td>
</tr>
</tbody>
</table>

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

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# JQPS0315
  - Joint Commission Resources
Care Coordination & Transitions (continued)

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

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 Evaluation of an Electronic Health Record–Based Best-Practice Discharge Checklist for Hospital Patients (*Journal on Quality and Patient Safety*, Mar 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0315
- Joint Commission Resources

Development 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

- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0315
- Joint Commission Resources

Eight Urgent Care Center Best Practices for Safe Care Transitions (*Journal on Quality and Patient Safety*, Nov 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care
- SKU# JQPS1114
- Joint Commission Resources

Excellence in Transitional Care of Older Adults and Pay-for-Performance: Perspectives of Health Care Professionals (*Journal on Quality and Patient Safety*, Dec 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital
- SKU# JQPS1214
- Joint Commission Resources
Facilitation of a Multihospital Community of Practice to Increase Enrollment in the Hospital to Home National Quality Improvement Initiative (Journal on Quality and Patient Safety, Aug 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Center, Office-Based Surgery Practice
- SKU# JQPS0815
- Joint Commission Resources

5 Sure-Fire Methods | Complying with PC.02.01.03 for Home Care (The Source, Dec 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Home Care
- SKU# TS1214
- Joint Commission Resources

Fostering Safe, Effective Care Transitions
- 2013
- Webinar, Slide Presentation
- Accessible to All
- Home Care
- The Joint Commission

Glycemic Control Mentored Implementation: Creating a National Network of Shared Information (Journal on Quality and Patient Safety, Mar 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0314
- Joint Commission Resources

Handoff Communication Between Hospital and Outpatient Dialysis Units at Patient Discharge: A Qualitative Study (Journal on Quality and Patient Safety, Feb 2013)
- 2013
- Periodical Article
- Accessible to All
- Hospital
- SKU# FR1008, SKU# JQPS0213
- Joint Commission Resources, The Joint Commission, Joint Commission International

Hand-Off Communications Targeted Solutions Tool® (TST®) Implementation Guide for Health Care Organizations
- 2014
- Web Page
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- Center for Transforming Healthcare

Improving Care for People with Heart Failure
- 2011
- Video
- http://bit.ly/1IWkNYm
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- Center for Transforming Healthcare

Improving the Performance of Nutrition Screening Through a Series of Quality Improvement Initiatives (Journal on Quality and Patient Safety, Apr 2014)
- 2014
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0414
- Joint Commission Resources
Improving the Quality of Care and Communication During Patient Transitions: Best Practices for Urgent Care Centers (Journal on Quality and Patient Safety, Jul 2014)
  ▶ 2014
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEtJe
  ▶ 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/2gYEtJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital
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Improving Transitions of Care Videos
  ▶ Video
  ▶ http://bit.ly/1TMwFCj
  ▶ 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/2gYEtJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital, Office-Based Surgery Practices
  ▶ SKU# JQPS0515
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Leveraging Evidence Across the Care Continuum (Journal on Quality and Patient Safety, Feb 2015)
  ▶ 2015
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEtJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital
  ▶ SKU# JQPS0215
  ▶ Joint Commission Resources

“Not So Fast!” The Complexity of Attempting to Decrease Door-to-Floor Time for Emergency Department Admissions (Journal on Quality and Patient Safety, Jan 2014)
  ▶ 2014
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEtJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital, Office-Based Surgery Practices
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Operating Room–to-ICU Patient Handovers: A Multidisciplinary Human-Centered Design Approach (Journal on Quality and Patient Safety, Sep 2016)
  ▶ 2016
  ▶ Periodical Article
  ▶ http://bit.ly/2gYEtJe
  ▶ Fee-Based (via Elsevier)
  ▶ Critical Access Hospital, Hospital
  ▶ SKU# JQPS0916
  ▶ Joint Commission Resources

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

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

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

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
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<td>The Q-HIP Care Coordination Measure &amp; The Joint Commission’s Integrated Care Certification</td>
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<td>Continuity of Care in the Ambulatory Health Care Setting (The Source, Jul 2016)</td>
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<td>Transitions of Care: The Need for a More Effective Approach to Continuing Patient Care</td>
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<td>TST® for Hand-Off Communications</td>
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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
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.

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<td>Compliance Checklist for Diagnostic Imaging</td>
<td>2016</td>
<td>Tool</td>
<td><a href="http://bit.ly/29Dj0AX">http://bit.ly/29Dj0AX</a></td>
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<td>Ambulatory Health Care, Critical Access Hospital, Hospital</td>
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<td>Diagnostic Imaging Standards</td>
<td>2015</td>
<td>Fact Sheet</td>
<td><a href="http://bit.ly/285LHdO">http://bit.ly/285LHdO</a></td>
<td>Accessible to All</td>
<td>Ambulatory Health Care, Critical Access Hospital, Hospital</td>
<td>The Joint Commission</td>
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Our children’s health depends on appropriate imaging practices & shared decisions (*Leadership Blog*, Dec 4, 2013)

| Imaging Services | 2013 | Blog | http://bit.ly/1No250X | Accessible to All | Ambulatory Health Care, Critical Access Hospital, Hospital | The Joint Commission |

Pricing Worksheet – Imaging Services

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

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital
- SKU# JQPS0715
- Joint Commission Resources

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.

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

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

**Be Prepared 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

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

CMS Readiness Webinar Series | Part 7: Emergency Preparedness: Jul 26, 2017
- 2017
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital

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

EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition
- 2017
- Soft-Cover Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# ECME17, ISBN# 978-1-59940-892-4
- Joint Commission Resources
Emergency Management (continued)

EC Made Easy: Your Key to Understanding EC, EM, and LS, 2nd edition
- 2017
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- 2016
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Emergency Management Resources – Vulnerable Populations
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  - Web Portal Page
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Emergency Management Resources – Security/Violence/Active Shooter
- 2016
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  - Accessible to All
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- 2015
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  - Accessible to All
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  - The Joint Commission

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  - Webinar, Slide Show, Q & A
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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)
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   ▶ The Joint Commission

Influenza Pandemic Preparedness and Response in Ambulatory Settings
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► Accessible to All
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► The Joint Commission

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► The Joint Commission

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► All Accreditation Programs/Settings
► The Joint Commission

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► 2005
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► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

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► Joint Commission Resources
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#### Training for a Pandemic: How OSF HealthCare used emergency preparedness principles to boost vaccination rates *(Environment of Care News, Dec 2014)*
- **2014**
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  - 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**
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  - Fee-Based (via subscription)
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers
  - SKU# ECN0415
  - Joint Commission Resources

#### 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
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  - 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
  - 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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**2017 Environment of Care Essentials for Health Care**
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- Joint Commission Resources

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- Periodical Article
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**A Sound Decision: FGI summarizes changes to acoustic criteria in 2014 Guidelines (Environment of Care News, Nov 2014)**
- 2014
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- Fee-Based (via subscription)
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- SKU# ECN0716
- Joint Commission Resources

**Ace Your Hospital Survey by Focusing on EC and LS (Leadership Blog, Jan 22, 2014)**
- 2014
- Blog
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Automated Suppression – LS.02.01.35
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Automated Suppression – LS.02.01.35 I Clinical Impact
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Automated Suppression – LS.02.01.35 I Example of Improved Compliance
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Automated Suppression – LS.02.01.35 I Leadership Awareness
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► Critical Access Hospital, Hospital
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Averting Drug Diversion: How to recognize and prevent medication theft by staff (Environment of Care News, Aug 2015)
► 2015
► Periodical Article
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► Fee-Based (via subscription)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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## Facilities-EC & Life Safety (continued)

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### Built Environment – EC.02.06.01 | Leadership Awareness
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- Critical Access Hospital, Hospital
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### Centers for Medicare & Medicaid Services (CMS) | Complying with the CMS Conditions of Participation: Infection Control from Facilities and Engineering: Sep 22, 2016
- **2016**
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- **2015**
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- **2013**
- Periodical Article
- Complimentary to Customer (via Perspectives on Joint Commission Connect™ on Joint Commission Connect™)
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- SKU# ECN0313
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### CJCP® Education Module | Environment of Care
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Clarifications and Expectations | EC Dashboard Keeps Compliance Front and Center: Step-by-step tips for creating and using valuable dashboard tools (Environment of Care News, Feb 2015; Perspectives, Feb 2015)
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Clarifications and Expectations | Ensuring Full Compliance with the Life Safety Code: Tips on meeting recurring compliance issues (Environment of Care News, Jul 2013; Perspectives, Jul 2013)
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Clarifications and Expectations | Environment of Care Management Plans: Making sure your plans get the job done (Environment of Care News, Jun 2013; Perspectives, Jun 2013)
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Clarifications and Expectations | Maintaining Medical Gas Safety: Clarifying storage requirements for freestanding medical gas cylinders (Environment of Care News, Feb 2014; Perspectives, Feb 2014)
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Clarifications and Expectations | Power Up!: Keeping emergency power generators on call and ready to go (Environment of Care News, Jan 2014; Perspectives, Jan 2014)
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Clarifications and Expectations | Preventing Surgical Fires: Making fire safety a top priority in the OR
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- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- The Joint Commission

## Standards Interpretation FAQs | Life Safety (LS): Smoke Barrier Wall – Penetrations

- 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, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- The Joint Commission

## Standards Interpretation FAQs | Life Safety (LS): Statement of Conditions – Basic Building Information – Adding a Site/Building

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- The Joint Commission
Standards Interpretation FAQs | Life Safety (LS): Statement of Conditions – Building Assessment
► 2016
► FAQ
► http://bit.ly/1lzieNi
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
► The Joint Commission

► 2016
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► The Joint Commission

Standards Interpretation FAQs | Life Safety (LS): Statement of Conditions – Timeline For Completion/Revisions
► 2016
► FAQ
► http://bit.ly/1lzieNi
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► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Identify Risks With Home Oxygen Therapy – Safety Risk Assessment
► 2016
► FAQ
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► Home Care
► The Joint Commission

Survey Process Clarifications Issued for Life Safety and Environment of Care (Environment of Care News, Sep 2015)
► 2015
► FAQ
► http://bit.ly/1NAJH3R
► Fee-Based (via subscription)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Laboratory, Nursing Care Centers
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► Joint Commission Resources

Take 5 with The Joint Commission | Alarm Safety, Part II
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► FAQ
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► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

Take 5 with The Joint Commission | Oxygen Safety at Home
► 2014
► Podcast
► http://bit.ly/1nAxvI4
► Accessible to All
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Take a Walk-Through: Make an environmental tour part of your spring cleaning (Environment of Care News, May 2015)

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

Take That Back: How to handle medical device recalls (Environment of Care News, Jun 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0615
  - Joint Commission Resources

Test Driving Your New Building: Why you should perform both facility commissioning and clinical operations commissioning before you open for business (Environment of Care News, Aug 2014)

- 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# ECN0814
  - Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Apr 2016)

- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0416
  - Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Aug 2016)

- 2016
  - Periodical Article
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  - All Accreditation Programs/Settings
  - SKU# ECN0816
  - Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Feb 2016)

- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0216
  - Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Jan 2014)

- 2014
  - Periodical Article
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  - Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Jan 2015)

- 2015
  - Periodical Article
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  - All Accreditation Programs/Settings
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Test Your Standards IQ (Environment of Care News, Oct 2016)
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  - All Accreditation Programs/Settings
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  - Joint Commission Resources

Test Your Standards IQ (Environment of Care News, Sep 2014)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0914
  - Joint Commission Resources

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- 2016
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  - Joint Commission Resources

The importance of maintaining the integrity of the means of egress (Environment of Care News, May 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN0516
  - Joint Commission Resources

The Physical Environment [Physical Environment Portal (PEP)]
- Web Portal Home Page
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

The Physical Environment I Fireside Chat: About the Portal
- 2016
  - Video
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission

The Precise Device Directive: How ambulatory health care organizations can better comply with EC.02.04.03 to inspect, test, and maintain medical equipment (Environment of Care News, Oct 2016)
- 2016
  - Periodical Article
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  - Ambulatory Health Care, Office-Based Surgery Practices
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  - Joint Commission Resources

The Road Ahead: Understanding EC standards update for 2017 (Environment of Care News, Sep 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
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<th>The Safe Environment: Making the Case to Leaders (Environment of Care News, Aug 2016)</th>
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<th>The Safe Environment: Surgical center responds to tragedy with strengthened security (Environment of Care News, Jun 2016)</th>
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| Top News | CDC: Improve Water Management to Prevent Legionnaires’ Outbreaks (Environment of Care News, Jul 2016) |
|---|
| 2016 |
| Periodical Article |
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| Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices |
| SKU# ECN0716 |
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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) |
|---|
| 2014 |
| Periodical Article |
| Fee-Based (via subscription) |
| All Accreditation Programs/Settings |
| SKU# ECN0114 |
| Joint Commission Resources |
Facilities-EC & Life Safety (continued)

Tracing the Environment of Care | Security of radioactive material: A sample mock tracer you can use (Environment of Care News, Nov 2014)
- 2014
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN1114
  - Joint Commission Resources

Tracing the Environment of Care: Disposing of infectious waste (Environment of Care News, Nov 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# ECN1116
  - Joint Commission Resources

Utility Systems – EC.02.05.01
- 2015
  - Web Portal Page
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Utility Systems – EC.02.05.01 I Example of Improved Compliance
- 2016
  - Diagram
  - Critical Access Hospital, Hospital
  - The Joint Commission

Utility Systems – EC.02.05.01 I Clinical Impact
- 2015
  - Web Portal Page
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Utility Systems – EC.02.05.01 I Fireside Chat
- 2016
  - Video
  - Accessible to All
  - Critical Access Hospital, Hospital
  - The Joint Commission

Utility Systems – EC.02.05.01 I Leadership
- 2015
  - Web Portal Page
  - Accessible to All
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  - The Joint Commission

Utility Systems – EC.02.05.01 I Leadership Awareness
- 2016
  - Online Resource
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  - The Joint Commission

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
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.

### 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**

#### A Qualitative Analysis of Hospital Leaders’ Opinions About Publicly Reported Measures of Health Care Quality (*Journal on Quality and Patient Safety*, Apr 2015)
- 2015
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- SKU# JQPS0515
- Joint Commission Resources

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- 2014
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- Critical Access Hospital, Hospital
- The Joint Commission

### Adding Hospice Services to Your Organization: Considerations for Quality: Jun 18, 2013
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### Addressing Top Compliance Issues in Ambulatory Health Care
- 2015
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- Joint Commission Resources
Governance & Leadership (continued)

AHA Physician Leadership Education Report
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Blameless or blameworthy errors—does your organization make a distinction? (Leadership Blog, Dec 18, 2013)
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Breaking Through Dangerous Silence to Tap an Organization’s Richest Source of Information: Its Own Staff (Journal on Quality and Patient Safety, Apr 2016)
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 ► Hospital
 ► SKU# CJCP06.2017
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Collaborating with Physician Leaders
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Creating a Safety Culture
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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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How The Joint Commission supports the work of physicians ([Leadership Blog, Jun 19, 2013](http://bit.ly/1PA3alq))
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- 2016
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- The Joint Commission

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

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Supporting the Work of Physician Leaders

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- Video
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- All Accreditation Programs/Settings
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Teaming Up Against Workplace Violence (Leadership Blog, Oct 19, 2016)

- 2016
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- Accessible to All
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- The Joint Commission
The alarming world (Leadership Blog, Jul 17, 2013)
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- 2016
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- 2012
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  - Critical Access Hospital, Hospital
  - SKU# EBPSOH12, ISBN# 978-1-59940-704-3
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- Fee-Based
  - Critical Access Hospital, Hospital
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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)
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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)

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Walkrounds in Practice: Corrupting or Enhancing a Quality Improvement Intervention? A Qualitative Study (Journal on Quality and Patient Safety, Jul 2014)

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- Fee-Based (via Elsevier)
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- SKU# JQPS0714
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What hurts your patients can also hurt your staff (Leadership Blog, Nov 25, 2013)

- 2013
- Blog
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- 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>KEY Resource name</th>
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<td>CJCP® Certification Joint Commission Professional™</td>
<td>Focus on Information Management (The Source, Aug 2013)</td>
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- Fee-Based (via Elsevier)
- Ambulatory Health Care, Critical Access Hospital, Hospital
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Factors Potentially Leading to Health IT-Related Sentinel Events (*The Source*, June 2015)
- 2015
- Periodical Article
- Fee-Based (via subscription)
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- 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 IT & EHRs (continued)

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

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

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

**Investigating and Preventing Health Information Technology-Related Patient Safety Events**
- **2015**
  - Online Course
  - Accessible to All
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**Meaningful Use Status and Participation in Health Information Exchange Among New York State Hospitals: A Longitudinal Assessment** *(Journal on Quality and Patient Safety, Oct 2014)*
- **2014**
  - Periodical Article
  - Fee-Based (via Elsevier)
  - Critical Access Hospital, Hospital
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**Medical Identity Theft: Prevention and Reconciliation Initiatives at Massachusetts General Hospital** *(Journal on Quality and Patient Safety, Jul 2014)*
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- **2015**
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### Health IT & EHRs (continued)

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

- **Perspectives on Patient Safety | Federal Agency Issues Final Rule on Health IT** *(The Source, Dec 2016)*
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  - Periodical Article
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  - SKU# TS12116
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- **Preventing copy-and-paste errors in EHRs** *(Quick Safety! – Issue 11, Feb 2015)*
  - 2015
  - Newsletter
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► 2015
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► http://bit.ly/1nAxvI4
► Accessible to All
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The Contribution of Sociotechnical Factors to Health Information Technology–Related Sentinel Events (Journal on Quality and Patient Safety, Feb 2016)
► 2016
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► http://bit.ly/2gYEiJe
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The Effects of Electronic Prescribing by Community-Based Providers on Ambulatory Medication Safety (Journal on Quality and Patient Safety, Dec 2013)
► 2013
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
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Tracer Methodology 101 | Health Information Tracer for Nursing Care Centers (The Source, Nov 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Nursing Care Centers
- SKU# TS1114
- Joint Commission Resources

Using Information Technology to Improve Adult Immunization: Delivery in an Integrated Urban Health System (Journal on Quality and Patient Safety, Jan 2012)
- 2012
- Periodical Article
- Accessible to All
- All Accreditation Programs/Settings
- SKU# FR1043, 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.

**KEY**

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

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

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

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

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

- 2016
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- Fee-Based (via Elsevier)
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Eight Critical Factors in Creating and Implementing a Successful Simulation Program (Journal on Quality and Patient Safety, Jan 2014)
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- 2015
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Ensuring Staff Competency: Complying with HR.01.6.01 (The Source, Jan 2014)
- 2014
  - Periodical Article
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  - All Accreditation Programs/Settings
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5 Sure-Fire Methods | Complying with Standard HR.01.06.01 for Laboratories (The Source, Jul 2016)
- 2016
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  - Laboratory
  - SKU# TS0716
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5 Sure-Fire Methods | Verifying and Evaluating Staff Qualifications in Behavioral Health Care (The Source, Aug 2016)
- 2013
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  - Fee-Based (via subscription)
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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
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  - Accessible to All
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Protecting Patients and Staff: PPE Training Through Simulation (Environment of Care News, Feb 2016)
- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - Hospital
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Safety Tip of the Month: Simulations (JCI Insight, Nov 2016)
- 2016
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  - Accessible to All
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Saving the “Second Victim”: Helping the Clinicians Involved in Patient Safety Events (The Source, Jan 2014)

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

**KEY**

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**2016 National Patient Safety Goals: What You Need to Know: Jan 28, 2016**
- 2016
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- JCRQSN4557
- JCRQSN

**A Multifaceted Approach to Education, Observation, and Feedback in a Successful Hand Hygiene Campaign (Journal on Quality and Patient Safety, Jan 2011)**
- 2011
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# FR1038, SKU# JQPS0111
- Joint Commission Resources

**Accelerating the Diagnosis and Treatment of Sepsis**
- 2012
- Video

**http://bit.ly/1WkNYYm**
- 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
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- 2014
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0614
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- 2012
- Hard-Cover Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# BPIPC11, ISBN# 978-1-59940-619-0
- Joint Commission Resources

- 2012
- E-Book
- 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
- Accessible to All
- Hospitals
- SKU# FR1034
- Joint Commission Resources, Joint Commission International

Best Practices on Reducing VAPs
- 2012
- Booklet
- Accessible to All
- Hospitals
- SKU# FR1035
- Joint Commission Resources, Joint Commission International

Beyond the Collaborative: Spreading Effective Improvement in Hand Hygiene Compliance (Journal on Quality and Patient Safety, Jan 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0115
- Joint Commission Resources

Beyond the Quick Swab: Improving Rapid Influenza Testing
- 2014
- Video
- http://bit.ly/1Ek2nzA
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Home Care
- SKU# JQPS0415
- Joint Commission Resources
### Case Study: Central DuPage Hospital Fights Back Against Central Line Infections  
*Perspectives on Patient Safety, Mar 2011*

- **2011**
  - Periodical Article
  - [http://bit.ly/1E03r0E](http://bit.ly/1E03r0E)
  - Accessible to All
  - Critical Access Hospitals, Hospitals
  - SKU# FR1039, SKU# PPS0311
  - Joint Commission Resources, The Joint Commission

### Caution on Campus: Yale Shows How a University with a Hospital Can Prepare for a Pandemic or Another Emergency  
*Environment of Care News, May 2013*

- **2013**
  - Periodical Article
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital
  - SKU# FR1015, SKU# ECN0513
  - Joint Commission Resources

### CJCP® Certification Joint Commission Professional™  
| Spotlight on Infection Prevention and Control Standards  
*The Source, Aug 2016*

- **2016**
  - Periodical Article
  - Fee-Based (via subscription)
  - Hospital
  - SKU# TS0816
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### CLABSI Toolkit – Infographic

- **2012**
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  - Accessible to All
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- **2012**
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### Clarifications and Expectations: Keeping It Clean: The EC professional’s role in supporting thorough and reliable endoscope reprocessing  
*Environment of Care News, Apr 2014*

- **2014**
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  - Fee-Based (via Elsevier)
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  - SKU# ECN0414
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### Clarifications and Expectations: The Role of HVAC Systems in Preserving Patient Safety: Aim to maintain high-quality air throughout your facility  
*Environment of Care News, Aug 2014; Perspectives, Aug 2014*

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Compendium of Strategies to Prevent Healthcare-Associated Infections in Acute Care Hospitals
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Development and Implementation of an Early-Onset Sepsis Calculator to Guide Antibiotic Management in Late Preterm and Term Neonates (Journal on Quality and Patient Safety, May 2016)
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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.

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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
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Tracer Methodology 101 | Waived Testing in a Critical Access Hospital (The Source, Aug 2014)
- 2014
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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
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Your Lab and Ebola: What you need to know from the CDC and The Joint Commission
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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)
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Anatomy of Inpatient Falls: Examining Fall Events Captured by Depth-Sensor Technology (Journal on Quality and Patient Safety, May 2016)

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

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Beyond the Bundles: How to Implement Best Practices at the Bedside
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Creating a Patient Complaint Capture and Resolution Process to Incorporate Best Practices for Patient-Centered Representation (Journal on Quality and Patient Safety, Nov 2014)
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Deployment of Rapid Response Teams by 31 Hospitals in a Statewide Collaborative (Journal on Quality and Patient Safety, Apr 2015)
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Development and Implementation of an Early-Onset Sepsis Calculator to Guide Antibiotic Management in Late Preterm and Term Neonates (Journal on Quality and Patient Safety, May 2016)
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| Facilitation of a Multihospital Community of Practice to Increase Enrollment in the Hospital to Home National Quality Improvement Initiative | 2015 | Periodical Article | [http://bit.ly/2gYEiJe](http://bit.ly/2gYEiJe) | Fee-Based (via Elsevier)  
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- 2016
- Monograph
  - http://bit.ly/1ok3rT8
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Improving Care for People with Heart Failure
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Improving Quality of Care for Hospitalized Smokers with HIV: Tobacco Dependence Treatment Referral and Utilization (Journal on Quality and Patient Safety, May 2016)

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Initiating an Enhanced Recovery Pathway Program: An Anesthesiology Department’s Perspective (Journal on Quality and Patient Safety, Oct 2015)

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Is the Meaningful Use Venous Thromboembolism VTE-6 Measure Meaningful? A Retrospective Analysis of One Hospital’s VTE-6 Cases (Journal on Quality and Patient Safety, Sep 2016)

- 2016
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## Lost In Translation? Addressing Barriers in the Application of Industrial Process Improvement Methodologies to Health Care *(Journal on Quality and Patient Safety, Nov 2014)*
- **2014**
  - Periodical Article
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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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## Mayo Clinic Reduces Catheter-Associated Urinary Tract Infections Through a Bundled 6-C Approach *(Journal on Quality and Patient Safety, Jun 2016)*
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- 2016
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- 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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- Critical Access Hospital, Hospital, Home Care, Nursing Care Center
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Patient-Centered Care: Just Ask a Thoughtful Question and Listen (Journal on Quality and Patient Safety, Jun 2016)
- 2016
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Perceived Factors Associated with Sustained Improvement Following Participation in a Multicenter Quality Improvement Collaborative (Journal on Quality and Patient Safety, Jul 2016)
- 2016
- Periodical Article
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Performance Improvement and the Environment of Care (Environment of Care News, Oct 2016)
- 2016
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  - Accessible to All
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Pioneers in Quality | ABCs of eCQMs: Acronyms and Resources You Need to Know: Jun 28, 2016
- 2016
- Webinar
  - Accessible to All
  - All Accreditation Programs/Settings
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Pioneers in Quality | eCQM Implementation and Submission Insights: Jun 28, 2016
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Pioneers in Quality I Expert to Expert Series: eSTK 2, 3, 5; Dec 13, 2016
- 2016
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Practice-Based Learning and Improvement: A Clinical Improvement Action Guide, Third Edition
- 2012
  - E-Book
  - Fee-Based
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  - SKU# EBAG12, ISBN# 978-1-59940-750-0
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Preparing for Quality-Based Reimbursement: Strategies for Success: July 14, 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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### Rapidly Increasing Rapid Response Team Activation Rates

*Journal on Quality and Patient Safety, Sep 2015*

- 2015
  - Periodical Article
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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
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  - Critical Access Hospital, Hospital
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### Reporting Quality Improvement Interventions: A Call to Action

*Journal on Quality and Patient Safety, May 2016*

- 2016
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### 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
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### Root Cause Analysis framework tool

*JCI Insight, Mar 2016*

- 2016
  - Newsletter
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### Root Cause Analysis in Health Care: Tools and Techniques, Fifth Edition

- 2015
  - E-Book
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### Root Cause Analysis in Health Care: Tools and Techniques, Fifth Edition

- 2015
  - Soft-Cover Book
  - Fee-Based
  - All Accreditation Programs/Settings
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### Rural Implications of Expanded Birth Volume Threshold for Reporting Perinatal Care Measures

*Journal on Quality and Patient Safety, Apr 2016*

- 2016
  - Periodical Article
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SafeCare: An Innovative Approach for Improving Quality Through Standards, Benchmarking, and Improvement in Low- and Middle-Income Countries (*Journal on Quality and Patient Safety*, Aug 2016)
- 2016
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Safety Tip of the Month: Basic steps in Process Improvement (PI) methodologies (*JCI Insight*, Jan 2016)
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Safety Tip of the Month: Keeping team members involved during the Root Cause Analysis process (*JCI Insight*, May 2016)
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Safety Tip of the Month: Reducing waste and improving efficiency (*JCI Insight*, Oct 2016)
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Spotlight on Success | Barton Health Improves Capnography Safety (*The Source, Jan 2017*)
- 2017
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Spotlight on Success | Kidney Care Organization Tackles Root Cause Analysis Process (*The Source, Nov 2016*)
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Spotlight on Success: Woodland Memorial Achieves 100% Performance on Perinatal Measures (*The Source, Jul 2015*)
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SQUIRE 2.0 (Standards for QUality Improvement Reporting Excellence): Revised Publication Guidelines from a Detailed Consensus Process (Journal on Quality and Patient Safety, Oct 2015)
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Take 5 with The Joint Commission | Pioneers in Quality: Keeping Pace With The Evolution To Electronic Clinical Quality Measures
- 2016
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Standards Interpretation FAQs | Performance Improvement (PI): Performance Improvement – Opioid Treatment Program
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Sustaining Reliability on Accountability Measures at The Johns Hopkins Hospital (Journal on Quality and Patient Safety, Feb 2016)
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The Costs of Participating in a Diabetes Quality Improvement Collaborative: Variation Among Five Clinics (Journal on Quality and Patient Safety, Jan 2016)

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The Joint Commission Journal on Quality and Patient Safety

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Toolkit for New Accreditation Professionals

- 2014
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Tracer Methodology 101 | After Your Mock Tracer: Turn Information into Action (The Source, Oct 2015)
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Two Years in the Life of a University Hospital Tobacco Cessation Service: Recommendations for Improving the Quality of Referrals (Journal on Quality and Patient Safety, May 2016)
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Using a Virtual Breakthrough Series Collaborative to Reduce Postoperative Respiratory Failure in 16 Veterans Health Administration Hospitals (Journal on Quality and Patient Safety, Jan 2014)
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Using Administrative Discharge Diagnoses to Track Hospital-Acquired Pressure Ulcer Incidence—Limitations, Links, and Leaps (Journal on Quality and Patient Safety, Jun 2015)
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Using Lean Management to Reduce Blood Culture Contamination (Journal on Quality and Patient Safety, Jan 2015)
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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)
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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.

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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>Assigning a Team-Based Pager for On-Call Physicians Reduces Paging Errors in a Large Academic Hospital (Journal on Quality and Patient Safety, Feb 2014)</td>
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Approach to Address Unprofessional Medical Staff Behavior at an Academic Medical Center (Journal on Quality and Patient Safety, Apr 2014)
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Health care’s dirty secret: Physician’s don’t wash their hands as often as other caregivers (Leadership Blog, Sep 4, 2013)
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Help your medical staff shine during survey (Leadership Blog, Feb 19, 2014)
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- 2008
- E-Resource
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Strategies for Compliance: Credentialing and Privileging for Ambulatory Care (The Source, Nov 2014)
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Tracer Methodology 101 | Competence Assessment Tracer in a Hospital *(The Source, Jan 2015)*
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- Joint Commission Resources

Tracer Methodology 101 | Professional Evaluation System Tracer *(The Source, Nov 2016)*
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- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS1116
- 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.

**Medication Safety TOPICS**

A Medical Resident–Pharmacist Collaboration Improves the Rate of Medication Reconciliation Verification at Discharge (Journal on Quality and Patient Safety, Oct 2015)

- **2015**
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0115
- Joint Commission Resources

A Medication-Based Trigger Tool to Identify Adverse Events in Pediatric Anesthesiology (Journal on Quality and Patient Safety, Jul 2014)

- **2014**
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
- SKU# JQPS0914
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A Novel Design for Drug-Drug Interaction Alerts Improves Prescribing Efficiency (Journal on Quality and Patient Safety, Sep 2015)

- **2015**
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
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- **2016**
- Webinar
- Fee-Based
- Critical Access Hospital, Hospital
- SKU# JCRQSN4557
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A Clinical Practice Agreement Between Pharmacists and Surgeons Streamlines Medication Management (Journal on Quality and Patient Safety, Jul 2014)

- **2014**
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
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<td>Averting Drug Diversion: How to recognize and prevent medication theft by staff (Environment of Care News, Aug 2015)</td>
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<td><a href="http://bit.ly/1NAJH3R">http://bit.ly/1NAJH3R</a></td>
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- Periodical Article
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- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0415
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Debunking Pain Standards Myths: Apr 22, 2106
- 2016
- Webinar
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Editorial | Bar-Coded Medication Administration Brings Trade-Offs Even with Humane Automation and Lean Approaches (Journal on Quality and Patient Safety, Aug 2014)
- 2014
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5 Sure-Fire Methods | Complying with Standard MM.01.01.03 (The Source, May 2014)
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5 Sure-Fire Methods | Improving the Safety of Anticoagulation Therapy (The Source, Dec 2015)
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Impact of a Reengineered Electronic Error-Reporting System on Medication Event Reporting and Care Process Improvements at an Urban Medical Center (Journal on Quality and Patient Safety, Sep 2014)

- 2014
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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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- Periodical Article
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Improving Transitions of Care for Hospitalized Patients on Warfarin (Journal on Quality and Patient Safety, Sep 2016)

- 2016
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Infection Control: Reducing Antibiotic Overuse: May 26, 2016

- 2016
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Lines Crossed: Preventing Medication Errors Involving Multiple IVs (The Source, May 2014)

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- 2014
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   - Periodical Article
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(Journal on Quality and Patient Safety, Mar 2015)
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   - Fee-Based (via Elsevier)
   - Critical Access Hospital, Hospital, Office-Based Surgery Practices
   - SKU# JQPS0415
   - Joint Commission Resources

NAN Alert: ‘occasional instances’ of medication leaking from 10 mL BD syringes
   - 2016
   - Web Page
   - Accessible to All
   - All Accreditation Programs/Settings
   - The Joint Commission

   - 2015
   - Newsletter
   - http://bit.ly/1PG2TgT
   - Accessible to All
   - All Accreditation Programs/Settings
   - The Joint Commission

Northport Veterans Affairs Medical Center: Journey to Improve Medication Safety (The Source, May 2014)
   - 2014
   - Periodical Article
   - Fee-Based (via subscription)
   - Critical Access Hospital, Hospital
   - SKU# TS0514
   - Joint Commission Resources
Medication Safety (continued)

- 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# JQP1215
- Joint Commission Resources

Perspectives on Patient Safety | Drugs for Cardiovascular Disease and Cholesterol Are Most Prescribed in United States (The Source, Jul 2014)
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0714
- Joint Commission Resources

- 2015
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# TS0515
- Joint Commission Resources

Perspectives on Patient Safety | Joint Commission Releases Sentinel Event Alert on Misuse of Vials (The Source, Aug 2014)
- 2014
- Periodical Article

The Joint Commission
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Recommendations and Low-Technology Safety Solutions Following Neuromuscular Blocking Agent Incidents (Journal on Quality and Patient Safety, Feb 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS0216
- Joint Commission Resources

Sample Medications: Are You Doing It Right? Compliance With the New Joint Commission Requirements
- 2008
- Webinar
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# FR1023
- Joint Commission Resources

Sentinel Event Alert | Issue 11: High-alert medications and patient safety
- 1999
- Alert
- 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
Sentinel Event Alert | Issue 23: Medication Errors Related to Potentially Dangerous Abbreviations
- 2001
- Alert
- 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

Sentinel Event Alert | Issue 34: Preventing vincristine administration errors
- 2005
- Alert
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital
- The Joint Commission

Sentinel Event Alert | Issue 35: Using Medication Reconciliation to Prevent Errors
- 2006
- Alert
- 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

Sentinel Event Alert | Issue 39: Preventing Pediatric Medication Errors
- 2008
- Alert
- http://bit.ly/1fkPgHQ
- 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

Sentinel Event Alert | Issue 41: Preventing errors relating to commonly used anticoagulants
- 2008
- Alert
- 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

Sentinel Event Alert | Issue 39: Preventing pediatric medication errors
- 2008
- Podcast
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Office-Based Surgery Practices
- The Joint Commission

Sentinel Event Alert | Issue 41: Preventing errors relating to commonly used anticoagulants
- 2008
- Podcast
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

Sentinel Event Alert | Issue 49: Safe Use of Opioids in Hospitals
- 2012
- Alert
- Accessible to All
- Critical Access Hospital, Hospital
- The Joint Commission
**Medication Safety (continued)**

**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™ | Help Avoid Mistakes With Your Medicine (Pack of 100)**
- 2005
  - Brochure
  - Fee-Based
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# SPKBR05MM
- The Joint Commission

**Speak Up™ | Help Avoid Mistakes With Your Medicine (Pack of 3)**
- 2005
  - Poster
  - Fee-Based
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# SPKP05MM
- The Joint Commission

**Speak Up™ | Help Avoid Mistakes With Your Medicine, Spanish (Pack of 100)**
- 2005
  - Brochure
  - Fee-Based
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# SPKBR05MSP
- The Joint Commission

**Speak Up™ | Right ID, Right Patient**
- 2016
  - Video, Podcast, Infographic
  - Accessible to All
  - Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- The Joint Commission

**Speak Up™ | Take Medication Safely**
- 2011
  - 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™ | tomar Medicamentos de Manera Segura**
- 2011
  - 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

**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
Standards BoosterPak™ for Safe Medication Storage
- 2009
- BoosterPak
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- 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): Emergency Cart – Medication Security
- 2016
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- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Emergency Cart – Security
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital
- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Formulary – Adding New Medication
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Hospital, Nursing Care Centers
- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Formulary – Strength and Dosage
- 2016
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- Ambulatory Health Care, Behavioral Health Care, Home Care, Hospital, Nursing Care Centers
- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Medication – Concentrated KCL definition
- 2016
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- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Medication – Licensed Independent Practitioner Controlled – Pharmacy Review
- 2016
- FAQ
- Accessible to All
- Hospital
- The Joint Commission

Standards Interpretation FAQs | Medication Management (MM): Medication – Monitoring Patient Response
- 2016
- FAQ
- Accessible to All
- Behavioral Health Care
- The Joint Commission
## Standards Interpretation FAQs | Medication Management (MM): Medication Security – Anesthesia Cart

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

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

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

## Standards Interpretation FAQs | Medication Management (MM): Refrigerator/Freezer – Medication Temperature Logs

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

- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- The Joint Commission
## Medication Safety (continued)

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Anticoagulation Therapy – Applicable Anticoagulants
- 2016
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- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Anticoagulation Therapy – Heparin for Subcutaneous Administration and Line Flushes
- 2016
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- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Anticoagulation Therapy – Management Program Definition
- 2016
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- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Prophylactic Treatment
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
- The Joint Commission

### Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Fall Reduction Program – Effect of Medications
- 2016
- FAQ
- Accessible to All
- Home Care, Nursing Care Centers
- The Joint Commission

### Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Emergency Cart – Medication Security
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Critical Access Hospital, Hospital
- The Joint Commission

### Standards Interpretation FAQs | Provision of Care, Treatment, and Services (PC): Moderate Sedation – Medication
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Hospital, Office-Based Surgery Practices
- The Joint Commission
Medication Safety (continued)

Take 5 with The Joint Commission | Antibiotics: Know the Facts
► 2014
► Podcast
► http://bit.ly/1nAxv4
► 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 | Clearing Up Misperceptions about the Pain Standards
► 2013
► Podcast
► http://bit.ly/1nAxv4
► 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 | Effective Pain Management and Patient Safety
► 2016
► Podcast
► http://bit.ly/1nAxv4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | The Challenges of Managing Pain the ED
► 2014
► Podcast
► http://bit.ly/1nAxv4
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

Take 5 with The Joint Commission | Vial Safety
► 2014
► Podcast
► http://bit.ly/1nAxv4
► Accessible to All

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

The Nurse’s Role in Medication Safety, Second Edition
► 2012
► E-Book
► http://bit.ly/1IWEi2P
► 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

The Nurse’s Role in Medication Safety, Second Edition
► 2012
► Hard-Cover Book
► http://bit.ly/1IWEi2P
► Fee-Based
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# NRMS11, ISBN# 978-1-59940-618-3
► Joint Commission Resources Joint Commission International

The Value of Computerized Provider Order Entry: Is It Time for the Debate to Be Over? (Journal on Quality and Patient Safety, Aug 2015)
► 2015
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Behavioral Health Care, Critical Access Hospital, Hospital, Nursing Care Centers
► SKU# JQPS0815
► Joint Commission Resources
Medication Safety (continued)

Tracer Methodology 101 | Medication Management in Hospital Psychiatric Units *(The Source, Jun 2015)*
- 2015
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0615
- Joint Commission Resources

Tracer Methodology 101 | Medication Management in the Community Health Center *(The Source, Mar 2014)*
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care
- SKU# TS0314
- Joint Commission Resources

Tracer Methodology 101 | Medication Management Tracer in an Ambulatory Surgery Center *(The Source, Jun 2016)*
- 2016
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Office Based Surgery Centers
- SKU# TS0616
- Joint Commission Resources

Tracer Methodology 101 | Medication Storage in Hospitals *(The Source, Jul 2014)*
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Critical Access Hospital, Hospital
- SKU# TS0714
- Joint Commission Resources

Tracer Methodology 101 | Tracing Pain Management in a Nursing Care Centers *(The Source, May 2016)*
- 2016
- Periodical Article

Tracer Methodology 101 | Tracing the Environment of Care | Security of radioactive material: A sample mock tracer you can use *(Environment of Care News, Nov 2014)*
- 2014
- Periodical Article
- Fee-Based (via subscription)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN1114
- Joint Commission Resources

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

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

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<thead>
<tr>
<th>Resource name</th>
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<td>Engaging Frontline Leaders and Staff in Real-Time Improvement</td>
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<td>For Nurses</td>
<td>Web Portal Home Page</td>
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<td>Accessible to All</td>
<td>Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices</td>
<td>The Joint Commission</td>
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</tbody>
</table>

**Institute of Medicine (IOM) Patient Safety Primer**

- **Instituting a Culture of Professionalism: The Establishment of a Center for Professionalism and Peer Support (Journal on Quality and Patient Safety, Apr 2014)**
- **Spotlight on Success | Christiana Care Visiting Nurse Association (The Source, Mar 2014)**
- **Spotlight on Success: Implementing Nurse-Driven Protocols to Reduce CAUTIs**
### The Nurse’s Role in Medication Safety, Second Edition
- **2012**
- E-Book
- Fee-Based
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# EBNRMS11, ISBN# 978-1-59940-724-1
- Joint Commission Resources, Joint Commission International

- **2015**
- Periodical Article
- Fee-Based (via Elsevier)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# JQPS0615
- Joint Commission Resources

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**Note:** All resources are fee-based and available through Joint Commission Resources or their respective website links provided.
Patients and their families can benefit from the specialized approaches of palliative care, which aim to improve a patient’s quality of life while facing problems associated with life-threatening illnesses. Resources listed in this section include a brochure and the manual of palliative care certification standards.

### 2016–2017 Palliative Care Certification Manual
- **2016**
- **E-dition**
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
- Joint Commission Resources

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

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

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

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

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

### Complying with PC.02.01.03 for Deemed Status
Home Health Organizations and Hospices CMS *(The Source, Apr 2014)*
- **2014**
- Periodical Article
  - Fee-Based (via subscription)
  - Home Care
  - SKU# TS0414
  - Joint Commission Resources

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**KEY**
- Resource name
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- 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
# Palliative Care (continued)

## Disease-Specific Care Advanced Certification Program | Palliative Care: Performance Measurement Implementation Guide

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

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

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

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

- 2012
  - Brochure
  - Accessible to All
  - Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
  - The Joint Commission, Joint Commission Resources

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

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

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

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

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

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

**KEY**

<table>
<thead>
<tr>
<th>Resource name</th>
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<th>Identifier for ordering or referencing</th>
<th>Source of content</th>
</tr>
</thead>
</table>

**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)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# JQPS0815
► 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

Complying with CMS Requirements: Effectively Resolve Patient Complaints (The Source, Dec 2016)
► 2016
► Periodical Article

► 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
Patient Rights & Communication (continued)

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
► http://bit.ly/1MxhFJs
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► 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
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► All Accreditation Programs/Settings
► SKU# JQPS0914
► Joint Commission Resources

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

► 2015
► Newsletter
► Accessible to All
► Critical Access Hospital, Home Care, Hospital, Nursing Care Centers
► The Joint Commission

Exploring Cultural and Linguistic Services in the Nation’s Hospitals: A Report of Findings
► 2007
► E-Resource
► http://bit.ly/1ovHlwD
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission
Facts about patient-centered communication
► 2015
► Web Page
► http://bit.ly/1Sp5cc7
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Health Equity
► 2015
► Web Portal Home Page
► http://bit.ly/1Pvx5Uj
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Implementing Routine Health Literacy Assessment in Hospital and Primary Care Patients (Journal on Quality and Patient Safety, Feb 2014)
► 2014
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# JQPS0214
► Joint Commission Resources

Implicit bias in health care (Quick Safety! – Issue 21, Feb 2016)
► 2016
► Newsletter
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Improving Patient Perception of Care: Apr 12, 2016
► 2016
► Webinar, Slide Presentation
► Accessible to All

► Home Care
► The Joint Commission

Informed consent: More than getting a signature (Quick Safety! – Issue 21, Feb 2016)
► 2016
► Newsletter
► http://bit.ly/1QaX54w
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Inviting Families to Participate in Care: A Family Involvement Menu (Journal on Quality and Patient Safety, Jan 2015)
► 2015
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# JQPS0115
► Joint Commission Resources

One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations
► 2008
► E-Resource
► http://bit.ly/1SKVeE1
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

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
Patient Rights & Communication (continued)

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

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
  ▶ 2014
  ▶ 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
Patient Rights & Communication (continued)

R³ Report – Issue 1: Patient-centered communication: Patient-centered communication standards for hospitals
- 2011
  - E-Resource
  - 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

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

Speak Up™ | Avoid a Return Trip to the Hospital
- 2015
  - Podcast, Poster, Video
  - 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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Speak Up™ | Preventing Medical Errors
► 2010
► Brochure, Video
► http://bit.ly/1Ps1L2r
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Reducing Your Risk of Falling
► 2010
► Brochure, Video
► http://bit.ly/1QcebZB
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Research Studies
► 2009
► Brochure
► http://bit.ly/1Pj0rGD
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► The Joint Commission

Speak Up™ | Serious Illness and Palliative Care
► 2012
► Brochure
► http://bit.ly/20uA0i7
► Accessible to All
► Critical Access Hospital, Home Care, Hospital
► The Joint Commission

Speak Up™ | Stroke
► 2012
► Brochure
► http://bit.ly/1V9L1yp
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital
► The Joint Commission

Speak Up™ | The ABC’s of C-sections
► 2010
► Brochure
► Video
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital
► The Joint Commission

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

► 2016
► FAQ
► http://bit.ly/1lzisNI
► Accessible to All
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital
► 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, Behavioral Health Care, Critical Access Hospital
- The Joint Commission

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming – Consent Not Provided
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission

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

Standards Interpretation FAQs | Rights and Responsibilities of the Individual (RI): Videotaping or Filming in the Emergency Room – Consent
- 2016
- FAQ
- Accessible to All
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital
- The Joint Commission
Patient Rights & Communication (continued)

Take 5 with The Joint Commission | Preparing Mentally and Physically for Surgery
► 2015
► Podcast
► http://bit.ly/1nAxv4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | Addressing Bias in Health Care
► 2015
► Podcast
► http://bit.ly/1nAxv4
► 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
► http://bit.ly/1nAxv4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Take 5 with The Joint Commission | Why Patient-Centered Communication Matters
► 2013
► Podcast
► http://bit.ly/1nAxv4
► Accessible to All
► All Accreditation Programs/Settings
► The Joint Commission

Temporary names put newborns at risk (Quick Safety! – Issue 17, Oct 2015)
► 2015
► Newsletter
► http://bit.ly/1OcrJD2
► Accessible to All
► Critical Access Hospital, Hospital
► The Joint Commission

The Ask Me to Explain Campaign: A 90-Day Intervention to Promote Patient and Family Involvement in Care in a Pediatric Emergency Department (Journal on Quality and Patient Safety, Jun 2016)
► 2016
► Periodical Article
► http://bit.ly/2gYEiJe
► Fee-Based (via Elsevier)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# 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
► http://bit.ly/2gYEiJe
► 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
► 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 |
| 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 |
| http://bit.ly/1TLKSmE |
| 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 |
| http://bit.ly/1KIPQyg |
| 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.

### 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

### A Tool for the Concise Analysis of Patient Safety Incidents (Journal on Quality and Patient Safety, Jan 2016)
- 2016
- Periodical Article
- Fee-Based (via Elsevier)
- All Accreditation Programs/Settings
- SKU# JQPS0116
- Joint Commission Resources

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

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

### Addressing Disease-Related Malnutrition in Hospitalized Patients: A Call for a National Goal (Journal on Quality and Patient Safety, Oct 2015)
- 2015
- Periodical Article
- Fee-Based (via Elsevier)
- Critical Access Hospital, Hospital, Office-Based Surgery Practices
- SKU# JQPS1015
- Joint Commission Resources
## Patient Safety & High Reliability (continued)

### An Interview with Pascale Carayon (*Journal on Quality and Patient Safety*, Jun 2016)
- **2016**
  - Periodical Article
  - Fee-Based (via Elsevier)
  - All Accreditation Programs/Settings
  - SKU# JQPS0616
  - Joint Commission Resources

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

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

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

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

### CJCP® Certification Joint Commission Professional™ | Focus on the “National Patient Safety Goal” Chapter (*The Source*, Feb 2014)
- **2014**
  - Periodical Article
  - Fee-Based (via Elsevier)
  - 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
  - [http://bit.ly/2iJg3Ae](http://bit.ly/2iJg3Ae)
  - Fee-Based
  - Hospital
  - SKU# CJCP08.2017
  - Joint Commission Resources

Creating a Safety Culture

- 2012
  - Video
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Using a Quantitative Risk Register to Promote Learning from a Patient Safety Reporting System *(Journal on Quality and Patient Safety, Feb 2015)*

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

A Medical Resident–Pharmacist Collaboration Improves the Rate of Medication Reconciliation Verification at Discharge (Journal on Quality and Patient Safety, Oct 2015)
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Alert: Only You can Prevent Surgical Fires (The Source, Jul 2012)
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► 2016
► Alert
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Sentinel Event Data – General Information
► Web Portal Page
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Sentinel Event Issues: How to Prevent Harm, Feb 25, 2016
► 2016
► Webinar
► Fee-Based
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► SKU# JCRQSN4558
► JCRQSN

Sentinel Event Policy
► 2015
► Policy
► Accessible to All
► All Accreditation Programs/Settings
► Joint Commission International

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

Standards BoosterPak™ for Suicide Risk
► 2013
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► 2016
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Standards Interpretation FAQs | Environment of Care (EC): Medical Equipment – Sharps/Needle Boxes Risk Assessment
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Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Fall Reduction Program – Inclusion of All Populations

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► FAQ
► http://bit.ly/1lzisNi
► Accessible to All
► Home Care, Nursing Care Centers
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Fall Reduction Program – Resources

► 2016
► FAQ
► http://bit.ly/1lzisNi
► Accessible to All
► Home Care, Nursing Care Centers
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Identify Risks With Home Oxygen Therapy – Patient and family education

► 2016
► FAQ
► http://bit.ly/1lzisNi
► Accessible to All
► Home Care
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Identify Risks With Home Oxygen Therapy – Safety Risk Assessment

► 2016
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► Accessible to All
► Home Care
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Suicide Risk Reduction – Applicability in a Hospital Setting

► 2016
► FAQ
► http://bit.ly/1lzisNi
► Accessible to All
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Suicide Risk Reduction – Hospital Applicability Sample Scenarios

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► http://bit.ly/1lzisNi
► Accessible to All
► Ambulatory Health Care, Hospital
► The Joint Commission

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Suicide Risk Reduction – Screening vs. Comprehensive Assessment

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

Standards Interpretation FAQs | National Patient Safety Goals (NSPG): Transfusion Administration – Identification Related to Blood Matching
- 2016
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- The Joint Commission

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

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

Take 5 with The Joint Commission | Safe Use of Health Information Technology
- 2015
- Podcast
- Accessible to All
- All Accreditation Programs/Settings
- The Joint Commission

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

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

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

Targeted Solutions Tool®: Safe Surgery
- E-Resource
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- All Accreditation Programs/Settings
- Center for Transforming Health Care
Targeted Solutions: Joint Commission Center for Transforming Healthcare Takes on Patient Falls (The Source, Sep 2015)
- 2015
  - Periodical Article
  - http://bit.ly/1KrmIfFe
  - Fee-Based (via subscription)
  - Critical Access Hospital, Hospital, Nursing Care Center
  - SKU# TS0915
  - Joint Commission Resources

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

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

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

### KEY
- **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 Accreditation Manual for Ambulatory Care (CAMAC)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Ambulatory Health Care
- Joint Commission Resources

#### 2017 Comprehensive Accreditation Manual for Home Care (CAMHC)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Home Care
- Joint Commission Resources

### 2017 Comprehensive Accreditation Manual for Behavioral Health Care (CAMBHC)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Behavioral Health Care
- Joint Commission Resources

#### 2017 Comprehensive Accreditation Manual for Home Care (CAMHC)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Home Care
- Joint Commission Resources
2017 Comprehensive Accreditation Manual for Hospitals (CAMH)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Hospital
- Joint Commission Resources

2017 Comprehensive Accreditation Manual for Laboratory and Point-of-Care Testing (CAMLAB)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Laboratory
- Joint Commission Resources

2017 Comprehensive Accreditation Manual for Nursing Care Centers (CAMNCC)
- 2016
- Spiral-Bound Book
- Fee-Based
- Nursing Care Centers
- SKU# CNCC17, ISBN# 9781599409559
- Joint Commission Resources

2017 Comprehensive Accreditation Manual for Critical Access Hospitals (CAMCAH)
- 2016
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- Critical Access Hospital
- Joint Commission Resources

2017 Environment of Care Essentials
- 2017
- E-Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# EBECE17, ISBN# 978-1-59940-982-5
- Joint Commission Resources

2017 Environment of Care Essentials
- 2017
- Soft-Cover Book
- Fee-Based
- All Accreditation Programs/Settings
- SKU# ECE17, ISBN# 978-1-59940-983-2
- Joint Commission Resources
### 2017 Health Care Staffing Services Certification Manual
- 2017
- E-dition
- Joint Commission Connect™ (customer extranet)
- Complimentary to Customers
- All Accreditation Programs/Settings
- Joint Commission Resources

### Ambulatory Health Care: 2017 National Patient Safety Goals
- 2016
- Manual Chapter
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

### A Fresh Perspective: The Joint Commission Revamps Standard and Survey Process *(The Source, Jun 2016)*
- 2016
- Periodical Article
- Fee-Based (via subscription)
- All Accreditation Programs/Settings
- SKU# TS0514
- Joint Commission Resources

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

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

### Accreditation Just Got SAFER *(Ambulatory Buzz, Aug 12, 2016)*
- 2016
- Blog
- Accessible to All
- Ambulatory Health Care
- The Joint Commission

### Behavioral Health Care: 2017 National Patient Safety Goals
- 2016
- Manual Chapter
- Accessible to All
- Behavioral Health Care
- The Joint Commission

### CIte Database Embraces Observation-Centric Focus *(Ambulatory Buzz, Dec 7, 2016)*
- 2016
- Blog
- Accessible to All
- Ambulatory Health Care, Office-Based Surgical Centers
- The Joint Commission

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

### CJCP® Education Module | 9-Module Education Set
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- Online Education
- Fee-Based
- Hospital
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- Joint Commission Resources
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► Seminar
► Fee-Based
► Hospitals
► SKU# EDU1623
► Joint Commission Resources

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

CJCP® Exam Preparation Workbook, 3rd Edition
► 2017
► Soft-Cover Book
► Fee-Based
► Hospitals
► SKU# CJCP717, ISBN# 978-1-59940-986-3
► Joint Commission Resources

CJCP® Certification Joint Commission Professional™
| Focus on the “Life Safety” Chapter (The Source, Dec 2015)
► 2015
► Periodical Article
► http://bit.ly/1KrmIfe
► Fee-Based (via subscription)
► Critical Access Hospital, Hospital
► SKU# TS0813
► Joint Commission Resources

CJCP® Certification Joint Commission Professional™
| Focus on the “Nursing” Chapter (The Source, Dec 2014)
► 2014
► Periodical Article
► http://bit.ly/1KrmIfe
► Fee-Based (via subscription)
► Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
► SKU# TS1214
► Joint Commission Resources

CJCP® Certification Joint Commission Professional™
| Focus on the “Patient Safety Systems” Chapter (The Source, May 2015)
► 2015
► Periodical Article
► http://bit.ly/1KrmIfe
► Fee-Based (via subscription)
► All Accreditation Programs/Settings
► SKU# TS0515
► Joint Commission Resources

CJCP® Certification Joint Commission Professional™
| Focus on the “Sentinel Events” Chapter (The Source, Mar 2015)
► 2015
► Periodical Article
► http://bit.ly/1KrmIfe
► Fee-Based (via subscription)
► Critical Access Hospital, Hospital
► SKU# TS0315
► 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 Customers (via Perspectives on Joint Commission Connect™)
► All Accreditation Programs/Settings
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► Joint Commission Resources
Clarifications and Expectations | EC Dashboard Keeps Compliance Front and Center: Step-by-step tips for creating and using valuable dashboard tools (Environment of Care News, Feb 2015; Perspectives, Feb 2015)

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

- 2015
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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  - SKU# ECN1125
  - Joint Commission Resources

Clarifications and Expectations | How to Plan for Emergency Utility System Disruptions EC.02.05.01, EPs 8-13 and 16 (Environment of Care News, Aug 2015; Perspectives, Aug 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
  - All Accreditation Programs/Settings
  - SKU# ECN0815
  - Joint Commission Resources

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

- 2014
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
  - Ambulatory Health Care, Critical Access Hospital, Hospital, Office-Based Surgery Practices
  - SKU# ECN0414
  - Joint Commission Resources

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

- 2015
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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  - SKU# ECN0915
  - Joint Commission Resources

Clarifications and Expectations | Maintaining Automatic Sprinkler Systems: Progressing further into EC.02.03.05 (Environment of Care News, Jun 2014; Perspectives, Jun 2014)

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

- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
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- SKU# ECN0114
- Joint Commission Resources

Clarifications and Expectations | Testing and Maintaining Gaseous and Portable Fire Extinguishers Examining Standard EC.02.03.05, EPs 14-16 (Environment of Care News, Oct 2015; Perspectives, Oct 2015)

- 2015
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- All Accreditation Programs/Settings
- SKU# ECN1015
- Joint Commission Resources

Clarifications and Expectations | Testing Fire Pumps, Standpipe Water Flow, and Kitchen-Based Fire-Extinguishing Systems: Delving further into EC.02.03.05 (Environment of Care News, May 2015; Perspectives, May 2015)

- 2015
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN0515
- Joint Commission Resources

Clarifications and Expectations | The Role of HVAC Systems in Preserving Patient Safety: Aim to maintain high-quality air throughout your facility (Environment of Care News, Aug 2014; Perspectives, Aug 2014)

- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Hospital, Laboratory, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN0814
- Joint Commission Resources

Clarifications and Expectations | Implementing a Robust Equipment Maintenance Program: CMS and The Joint Commission align expectations for alternate maintenance frequencies (Environment of Care News, May 2014; Perspectives, May 2014)

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

Clarifications and Expectations | Maintaining Medical Gas Safety: Clarifying storage requirements for freestanding medical gas cylinders (Environment of Care News, Feb 2014; Perspectives, Feb 2014)

- 2014
- Periodical Article
- Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
- Ambulatory Health Care, Behavioral Health Care, Critical Access Hospital, Home Care, Hospital, Nursing Care Centers, Office-Based Surgery Practices
- SKU# ECN0214
- Joint Commission Resources
Clarifications and Expectations | Remaining Vigilant: Key safety issues to watch for on EC tours (Environment of Care News, Oct 2014; Perspectives, Oct 2014)

- 2014
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
  - All Accreditation Programs/Settings
  - SKU# ECN1014
  - Joint Commission Resources

Clarifications and Expectations | Revised Equipment Maintenance Standards for Hospitals The Joint Commission explains enhanced requirements (Environment of Care News, Sep 2014; Perspectives, Sep 2014)

- 2014
  - Periodical Article
  - Fee-Based (via subscription), Complimentary to Customers (via Perspectives on Joint Commission Connect™)
  - Critical Access Hospital, Hospital
  - SKU# ECN0914
  - Joint Commission Resources

Clinical Practical Guidelines: Closing the Gap between Theory and Practice

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

CMSAccess™

- E-Resource
  - Fee-Based
  - Hospital
  - SKU# CMSHS
  - Joint Commission Resources

Critical Access Hospital: 2017 National Patient Safety Goals

- 2016
  - Manual Chapter
  - Accessible to All
  - Critical Access Hospital
  - The Joint Commission

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

- 2017
  - E-Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBECE17, ISBN# 978-1-59940-893-1
  - Joint Commission Resources

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

- 2017
  - Soft-Cover Book
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# ECME17, ISBN# 978-1-59940-892-4
  - Joint Commission Resources

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

- 2017
  - E-Book Site License
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# EBECE17SL, ISBN# 978-1-59940-893-1
  - Joint Commission Resources
Enter the Matrix: A Hospital’s First Experience Using The Joint Commission’s SAFER Matrix™ (The Source, Nov 2016)

- 2016
  - Periodical Article
  - Fee-Based (via subscription)
  - All Accreditation Programs/Settings
  - SKU# TS11116
  - Joint Commission Resources

Environment of Care® 2017 Crosswalk

- 2017
  - E-Book
  - Fee-Based
  - Hospital
  - SKU#EBECX17 ISBN# 978-1-59940-96-27
  - Joint Commission Resources

Environment of Care News

- Periodical Subscription
  - Fee-Based
  - All Accreditation Programs/Settings
  - SKU# ECN, ISSN# 1097-9913
  - Joint Commission Resources

5 Sure-Fire Methods | Complying with Standard IC.02.02.01 for Ambulatory Care (The Source, Oct 2015)

- 2015
  - Periodical Article
  - Fee-Based (via subscription)
  - Ambulatory Health Care
  - SKU# TS015
  - 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 subscription)
  - Home Care
  - SKU# TS0115
  - Joint Commission Resources

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<th>Perspectives on Patient Safety</th>
<th>CMS Issues Final Rule Revising CoPs for Nursing Care Centers <em>(The Source, Nov 2016)</em></th>
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<th>Preparing for Your First Home Care Resurvey: What to Expect and Lessons Learned from Other Providers: Feb 26, 2015</th>
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<th>Reading the Tea Leaves for 2016-17 Flu Season <em>(Dateline @TJC, Nov 11, 2016)</em></th>
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Revisions Announced for Environment of Care and Life Safety Chapters (Perspectives, Nov 2016)
- 2016
  - Periodical Article
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  - The Joint Commission

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Standards BoosterPak™ for Environment of Care
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- 2014
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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.

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- SKU# JQPS1014
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Potential risks of robotic surgery (Quick Safety! – Issue 3, Jun 2014)

- 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)

- 2016
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Reducing Cardiac Surgery Mortality (Journal on Quality and Patient Safety, Feb 2015)

- 2015
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- Critical Access Hospitals, Hospitals, Office-Based Surgery
- SKU# FR1047, SKU# JQPS0216
- Joint Commission Resources

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

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

- 2016
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Surgical Programs in the Veterans Health Administration Maintain Briefing and Debriefing Following Medical Team Training (Journal on Quality and Patient Safety, May 2014)
► 2014
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► http://bit.ly/2gYEiJe
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► Critical Access Hospital, Hospital, Office-Based Surgery Practices
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Sustainable, Effective Implementation of a Surgical Preprocedural Checklist: An “Attestation” Format for All Operating Team Members (Journal on Quality and Patient Safety, Jan 2014)
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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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Tracer Methodology 101 | Northport Veterans Affairs Medical Center Reviews Transplant Safety Using Tracers (The Source, Nov 2015)
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Protecting health care workers is an increasing area of concern, addressing workplace violence, injuries, infection prevention, security, and other hazards. The resources in this section highlight the range of pressing issues and include periodical articles in partnership with the Occupational Safety and Health Administration (OSHA).

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- http://bit.ly/1KsS3h7
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**Improving Patient and Worker Safety**

- 2012
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- Accessible To All
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**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
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**OSHA Alliance**

- 2016
- Web Page
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OSHA & Worker Safety | Engineering Solutions to Workplace Violence: Prevent workplace violence via safety-enhancing design and equipment (Environment of Care News, Mar 2014)
- 2014
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- Fee-Based (via subscription)
- All Accreditation Programs/Settings
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- 2015
- Periodical Article
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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)
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  - http://bit.ly/1Q3DWk3
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Preventing Violent and Criminal Events (Quick Safety! – Issue 5, Aug 2014)
- 2014
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- Accessible to All
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Sentinel Event Alert | Issue 45: Preventing Violence in the Health Care setting
- 2010
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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.

**KEY**

**Resource name**
- Year published
- Type of resource
- Link
- Accessibility (accessible to all, fee-based, or complimentary to customers)
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- 2015
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