The Joint Commission launches new Speak Up campaign to reduce readmissions

The Joint Commission has developed two new resources to help health care providers in their efforts to reduce patient readmissions and improve the discharge process. They are: a new Speak Up campaign for providers and organizations to educate patients, including an infographic, animated video and podcast; and a Quick Safety newsletter for health care professionals that includes suggested actions for improving transitions.

The importance of transitions in improving patient safety is illustrated by The Joint Commission’s sentinel event data compiled from January 2014 to October 2015. The data show a total of 197 sentinel events – from suicide to falls to wrong site surgery – and the root causes included failures in patient communication (127 incidents), patient education (26 incidents) and patient rights (44 incidents). The majority of the patient education failures were related to not assessing the effectiveness of patient education or not providing education. The patient rights failures included absent or incomplete informed consent, and lack of the patient’s participation in their care.

“Speak Up: Avoid a return trip to the hospital” uses easy-to-understand language to help patients understand the steps they should take after they are discharged to avoid returning to the hospital. The materials are free and available on The Joint Commission’s website. They were developed so that health care organizations and providers can easily display and distribute them to patients and caregivers in their facilities, online and in printed materials. There are no copyright or reprinting permissions required for the Speak Up materials or copy. All Speak Up infographics, brochures and videos are available in English and Spanish.

The Quick Safety, “Transitions of Care: Engaging Patients and Families,” focuses on ways to improve transitions and involve patients and their families in the process. The publication includes suggested actions to consider for positively affecting patient transitions, such as:

- Organizational policies that enable families to visit around the clock
- Conduct physician and interdisciplinary rounds at the patient’s bedside
- Have nurses give their change of shift report at the patient’s bedside
- Patient-centered discharge planning
- Electronic health records that patients can access and edit

View the Speak Up infographic, podcast, video and other resources. Read the Quick Safety.

Accreditation

New standard in development: antimicrobial stewardship

The Joint Commission is seeking input on a proposed new standard on antimicrobial stewardship. The deadline for comments is Dec. 30. Take the survey.
AAMI releases compendium on clinical alarms to help hospitals meet NPSG

The Association for the Advancement of Medical Instrumentation Foundation (AAMI) recently released a guide that is meant to help health care organizations meet The Joint Commission’s National Patient Safety Goal (NPSG) on clinical alarms.

Beginning Jan. 1, 2016, The Joint Commission will implement Phase 2 of the NPSG. Hospitals are expected to establish and implement policies and procedures for managing clinical alarms and to educate individuals about alarm systems. Download The Joint Commission’s NPSGs.

Trending on jointcommission.org

- Review Process Guide for Integrated Care Certification — this guide is meant to help organizations learn what to expect during a review, from the logistics of what to prepare for to what will actually happen during the process.

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