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Patient safety

January Quick Safety: Learn about second victim experiences, affected care providers

When a patient suffers an adverse event, many people are affected — the patient, his or her family, and the health care providers. The provider most directly involved in the event becomes the “second victim.” The latest issue of Quick Safety — “Supporting second victims” — examines this issue.

While the patient’s and family’s needs become the priority for the health care organization, the provider may be emotionally traumatized by the event, and have lasting effects that persist for months or years afterward. If not treated, a second victim experience can harm the emotional and physical health of the individual and subsequently compromise patient safety.

This Quick Safety includes an anonymous, personal story of a Joint Commission employee who is a second victim.

Read Quick Safety.

Accreditation and certification

Effective July 1: Revisions for fluoroscopy imaging

Two standards changes that will enhance organizations’ provision of safe, high-quality fluoroscopy services are set to take effect July 1. The changes were made to clarify expectations and increase awareness of radiation exposure risks when using this imaging modality.

These revisions are applicable to the following accreditation programs:

- Hospital
- Critical access hospital
- Ambulatory health care
- Office-based surgery

View the prepublication standards.

EP Review Project Phase 4 continues to yield reductions

As part of the EP Review Project’s Phase 4 revisions, the next chapters of the accreditation program manuals that have been reviewed are Document and Process Control (laboratory program only), Information Management, Performance Improvement, and Record of Care. The consolidations led to a reduction in the number of elements of performance (EPs) These revisions will become effective in July 2018.
The EP Review Project is a multiphased component of Project REFRESH, a series of interrelated process improvement initiatives The Joint Commission has been conducting since 2016.

Learn more now: New Thrombectomy-Capable Stroke Center Certification

The Joint Commission, in collaboration with the American Heart Association/American Stroke Association, has launched a **Thrombectomy-Capable Stroke Center (TSC) Certification** program. This new level of stroke certification identifies hospitals that meet rigorous standards for performing mechanical endovascular thrombectomy (EVT), a surgical procedure used to remove blood clots in patients who suffer from large vessel occlusive (LVO) ischemic strokes.

“Because of their higher level of care, hospitals certified as Comprehensive Stroke Centers by The Joint Commission or another national organization are the preferred location for transporting patients with suspected LVO strokes,” said David Baker, MD, MPH, FACP, executive vice president for Health Care Quality Evaluation at The Joint Commission. “But in a recent survey of The Joint Commission’s certified primary stroke centers, one-third of them reported that they also routinely performed endovascular thrombectomy treatment that could care for these patients. Multiple studies have proven EVT treatment to be effective in saving lives and lowering disability from stroke, particularly if performed within six hours of the last time the patient was known to be well.”

In large areas of the country, people who suffer LVO strokes face longer travel times to reach a Comprehensive Stroke Center — which lessens their chance for a rapid thrombectomy and better outcomes, said Edward C. Jauch, M.D., chairman of the American Heart Association/American Stroke Association’s Hospital Accreditation Stroke Subcommittee.

“Meanwhile, hospitals well-equipped to treat patients with LVO strokes may be bypassed because they do not meet existing requirements for comprehensive stroke center certification,” Jauch added. “The new Thrombectomy-Capable Stroke Center certification will help ensure that patients who need it can get timely treatment wherever they live.”

The Joint Commission sets rigorous requirements for its stroke certifications, guided by a technical advisory panel of experts from leading organizations across the country — as well as input from the field during public comment on proposed standards. Requirements for the TSC certification were guided by the American Heart Association/American Stroke Association and additional scientific advice from experts across the country in endovascular therapy, neurosurgery, neurology, critical care medicine and emergency medicine, emergency medical services, and other disciplines responsible for comprehensive stroke treatment and stroke program management.

The Joint Commission also offers other stroke certification programs:

- Acute Stroke Ready
- Primary Stroke
- Comprehensive Stroke

Learn more about the [TSC Certification](#) program, as well as the other stroke certification programs. (Contact: certification@jointcommission.org)
People

Center appoints Dawn Allbee as director of customer engagement
Dawn R. Allbee, MA, has been appointed director of customer engagement for the Joint Commission Center for Transforming Healthcare. As a leading expert in high reliability, Allbee will work closely with health care organizations that are engaged with the Center to achieve high reliability and zero harm.

In this role, Allbee will lead workshops and present the Center’s work across the country for health care leaders interested in developing high reliability through Robust Process Improvement® (RPI®) within their organizations. She also will work closely with C-suite leaders at organizations already partnering with the Center to expand and build on their successes.

Most recently, Allbee served as director of RPI at The Joint Commission, leading RPI deployment within The Joint Commission to train staff and implement widespread use of RPI methods toward achieving strategic and operational goals. The Joint Commission, the Center and its participating organizations use RPI methods and tools to improve the quality and safety of health care. RPI uses Lean Six Sigma and change management and other performance improvement methodologies to drive results toward high reliability.

A certified Master Change Agent and Green Belt, Allbee earned her master’s and bachelor’s degrees in communication from Eastern Illinois University, in Charleston, Illinois.

Resources

Up in the blogosphere with The Joint Commission
Dateline @ TJC — Project REFRESH Observes First Anniversary: Last year was big for Project REFRESH, The Joint Commission’s multi-year effort aimed at improving various aspects of the pre-survey, onsite survey and post-survey process. Carrie Mayer, MBA, certified master black belt, Accreditation and Certification Operations, details the past year’s accomplishments with Project REFRESH.

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