New for 2017: SAFER™ Matrix Tool and user guide available following first SAFER™ survey
Beginning this month, the new Survey Analysis for Evaluating Risk™ (SAFER™) Matrix Tool and a user guide will be available to accredited and certified organizations following their first SAFER™ survey or review. The guide details how to use the tool to filter Requirements for Improvement (RFIs) that are documented during SAFER surveys or reviews. The tool and user guide are available on an organization’s Joint Commission Connect™ site (see instructions below for locating the tool and guide).

The SAFER Matrix is a transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys and reviews. The tool allows for dynamic interaction with the survey or review information. The filters allow specified portions of the report to be saved and shared to appropriate individuals throughout the post-survey process, and it allows organizations to customize and package the survey report in ways that are most useful based on their unique needs.

The user guide includes information on how to:
- Apply filters
- Navigate between different accreditation programs
- Select a different survey or review event to view
- Navigate between accreditation and certification

How to find the SAFER Matrix Tool and user guide: Once on Connect, click on the “Survey Process” tab on the horizontal navigation bar, and then click on “Post-Survey.” Under the “Post-Survey” options, click on the “Accreditation SAFER™ Matrix” link (see below). The user will then see a series of links to SAFER resource documents, including the user guide, in the left-hand rail.

Learn more about the SAFER Matrix. (Contact: safer@jointcommission.org)
Check out Phase 1 revisions to Behavioral Health Care accreditation manual
The Joint Commission is reviewing its Behavioral Health Care (BHC) accreditation manual as part of a two-phase project. The process will identify any standards that need maintenance, as well as to clarify existing language, establish new elements of performance, as needed, or revise notes. These revisions are effective July 1, 2017, and include:

- A new requirement to the Care, Treatment, and Services (CTS) chapter that organizations identify the criteria and process for each individual’s transfer and/or discharge; discuss these with the individual; and incorporate this information into the individual’s plan for care, treatment, or services.
- A requirement to inspect, test and maintain medical equipment.
- A revised requirement for opioid treatment programs.

View the Phase 1 revisions. (Contact: Lynn Berry, lberry@jointcommission.org)

Revisions for Behavioral Health Care Outcomes Measures standard effective in 2018
Revisions that are effective Jan. 1, 2018, have been published for Behavioral Health Care Outcome Measures standard CTS.03.01.09 in the Care, Treatment, and Services chapter. The Joint Commission believes the revisions to this standard will increase the quality of the care, treatment, and services provided by accredited customers. The revisions include elements of performance (EPs) that require organizations to use:

- A standardized tool or instrument to monitor an individual’s progress
- The results from analysis of the data to inform the individual’s goals and objectives as needed
- Their data to evaluate outcomes of the population(s) they serve

(Contact: Lynn Berry, lberry@jointcommission.org)

Patient safety
Journal on Quality and Patient Safety marks new era with first issue published by Elsevier
In an introductory editorial written by The Joint Commission's David W. Baker and Steven Berman, the Journal on Quality and Patient Safety (JQPS) begins a new era with publisher Elsevier. “Continuity and Change at The Joint Commission Journal on Quality and Patient Safety” informs the reader why The Joint Commission decided it was time to work with a publisher after more than three decades of self-publishing. One reason is that it can help JQPS modernize its review process and expand its publishing and online resources. In addition, JQPS will now accept manuscript submissions. During the month of January, readers can enjoy open access to JQPS.

Other articles in this month’s issue are:
- “Processes for Identifying and Reviewing Adverse Events and Near Misses at an Academic Medical Center,” by William Martinez, Lisa Soleymani Lehmann, Yue-Yung Hu, Sonali Parekh Desai, Jo Shapiro
- “Identifying Gaps in Inpatient Care of Patients with Diabetes Mellitus: Where Do We Go From Here?,” by Curtiss B. Cook
- “A Gap Analysis Needs Assessment Tool to Drive a Care Delivery and Research Agenda for Integration of Care and Sharing of Best Practices Across a Health System,” by Sherita Hill Golden, Daniel Hager, Lois J. Gould, Nestoras Mathioudakis, Peter J. Pronovost
- “Improving Diagnostic Safety in Primary Care by Unlocking Digital Data,” by Hardeep Singh

Access JQPS.
Don’t miss out: register for upcoming patient safety-focused webinars, events
There are several patient safety-focused webinars and events scheduled for 2017 that you’ll want to consider attending.

- The Centers for Disease Control and Prevention (CDC) and Anthem are hosting a webinar — **Antibiotic Stewardship Programs and Antimicrobial Use Reporting** — on Wednesday, Jan. 11, at 2 p.m. ET, that will highlight the need to improve antibiotic use in hospitals through antibiotic stewardship. The webinar will:
  - Discuss best practices for establishing antibiotic stewardship in acute care hospitals
  - Give an overview of the CDC’s National Healthcare Safety Network Antimicrobial Use Option
  - Show how to start collecting and reporting data

- The Children’s Hospital Association and the Sepsis Alliance are hosting a webinar — **Nursing at the Forefront of the Battle against Sepsis** — from 1-2:30 p.m. Tuesday, Feb. 14, which will feature the 2016 Erin Kay Flatley Pediatric Sepsis Nursing Award winners.

- The National Patient Safety Foundation (NPSF) is hosting the 19th annual **NPSF Patient Safety Congress** May 17-19, at the Renaissance Orlando at Seaworld in Florida.

Upcoming Wisconsin Health Literacy Summit; breakout session proposals due Jan. 6
The Joint Commission is partnering with Wisconsin Health Literacy to host the **2017 Wisconsin Health Literacy Summit** April 4-5, dubbed “Health Literacy: A Critical Link in Patient Engagement.” The event is to take place at Monona Terrace Convention Center, 1 John Nolen Drive in Madison, Wisconsin.

Event organizers are seeking proposals for breakout sessions or poster presentations at the summit. Proposals are due Jan. 6. [Download](#) an application.

The keynote speaker for the summit is scheduled to be Anne Fadiman, award-winning author of “The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors and the Collision of Two Cultures.” Other speakers will be: Cindy Brach, Agency for Healthcare Research and Quality; Winston F. Wong, Kaiser Permanente; Karen N. Drenkard, GetWellNetwork; Christopher Trudeau, Western Michigan University and Kim Parson, Humana; and Anita Woodley, award-winning journalist.

New this year will be the Prescription Medication Label Summit, to be held April 3. Scheduled speakers are: Dr. Michael Wolf, Northwestern University Feinberg School of Medicine; Dr. Ruth Parker, Emory University Department of Medicine; Dr. Joanne G. Schwartzberg, United States Pharmacopeia; Keith Trettin, RPh, Veterans’ Administration National Center for Patient Safety; and Virginia Herold, California Board of Pharmacy.

Resources

Get ready for 2017 with Survey Activity, Review Process Guides
The Joint Commission has published its Survey and Review Process Activity Guides for 2017. The Survey Activity Guides are:

- The Accreditation **Survey Activity Guide** for Health Care Organizations details changes that impact the Hospital, Critical Access Hospital, and Nursing Care Center accreditation programs. New content relates to the January implementation of the antimicrobial stewardship standard.
- The **Survey Activity Guide for Ambulatory Health Care Organizations** details changes to the Ambulatory and Office-based Surgery programs.

The Review Process Guides detail any new changes to the program requirements. Check out the guides:

- **Disease-Specific Care Review Process Guide**
- **Health Care Staffing Certification Review Process Guide**
- **Review Process Guide for Certification for Palliative Care**
Trending on jointcommission.org

A Survey Milestone 10 Years in the Making: Mark G. Pelletier, RN, MS, chief operating officer for the Accreditation and Certification Operations department at The Joint Commission, writes about the 10-year anniversary of the unannounced survey, instituted in 2006 for all accreditation programs.

2017 Upcoming Webinars

- Jan 24: SAFER Matrix: New Changes to Survey Scoring
- March 14: Roadmap to Accreditation: The Steps to Success
- April 11: Measurement-Based Care: How, Why and When to be Ready
- May 9: Orientation to the Accreditation Requirements
- June 13: Strategies for a Successful Survey

*These webinars take place from 10-11 a.m. PT/11 a.m. MT/noon CT/1 p.m. ET. For more information on these webinars, visit The Joint Commission’s event calendar.

Joint Commission Resources

Ring in 2017 by improving your organization, attending Joint Commission Resources events

The New Year is here, and health care organizations should take advantage of several upcoming conferences hosted by Joint Commission Resources.

- **Hospital events**: Join the Joint Commission for the following five conferences in Las Vegas: Environment of Care Base Camp; Exploring the Life Safety Chapter; Hospital CMS Basics; Hospital Accreditation Essentials; and Maximizing Hospital Tracer Activities.
  
  When: March 27-30
  
  Where: Tropicana Las Vegas, 3801 Las Vegas Blvd., South Las Vegas, Nevada, 89109

- **Cardiac Care Certification Conference**: This is the launch event for the new Joint Commission Comprehensive Cardiac Center Certification. Participants also will learn about the Advanced Heart Failure, Chest Pain and Ventricular Assist Device Certification programs.
  
  When: March 24
  
  Where: Hyatt Regency O'Hare, 9300 Bryn Mawr, Rosemont, Illinois, 60018

- **Home Care Accreditation Essentials**: This two-day strategy-based seminar is designed to provide participants with practical solutions and implementation tips that can be adapted and applied to their organization using Joint Commission’s home care requirements.
  
  When: Feb. 28-March 1
  
  Where: The Joint Commission, One Renaissance Blvd., Oakbrook Terrace, Illinois, 60181

Learn more about [Joint Commission Resources](#) offerings online or call 877-223-6866.