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Quality and safety

Show your support for Patient Safety Awareness Week 2018
Patient Safety Awareness Week is March 11-17, and The Joint Commission is asking accredited and certified organizations to speak up for patient safety by sharing photos on Facebook and Twitter. Follow along or participate by using the following hashtags:

- #PSAW2018
- #UnitedforPatientSafety
- #WeAreAllPatients

The Institute for Healthcare Improvement (IHI) hosts the annual campaign. A number of activities are planned for the week, and they can be found at United for Patient Safety.

In addition, The Joint Commission has a number of patient safety resources, including:

- Sentinel Event Alert, Issue 57: The essential role of leadership in developing a safety culture
- Safety culture infographic
- Safety culture video
- Take 5 podcast: Busting the myths about engaging patients and families in patient safety
- Speak Up™ patient education campaign on patient advocacy

Journal: EHR data used to identify hypertension in patients from underserved communities
A new study in the March 2018 issue of The Joint Commission Journal on Quality and Patient Safety describes how 10 health centers with a high prevalence of hypertension in their patient population used electronic health record (EHR) analysis to identify patients potentially suffering from hypertension to ultimately improve their diagnoses.

In the study — “Improving Identification and Diagnosis of Hypertensive Patients Hiding in Plain Sight (HIPS) in Health Centers,” by Margaret Meador, MPH, C-PHI, director, Clinical Integration and Education, National Association of Community Health Centers, Bethesda, Maryland, and co-authors — the authors implemented algorithm-based interventions and:

- Diagnosed hypertension prevalence increased significantly from 34.5 to 36.7 percent.
- A cohort of patients was tracked from 8 of the 10 health centers to assess follow-up evaluation and diagnosis rates.
  - 65.2 percent completed a follow-up evaluation
  - Of those, 31.9 percent received a hypertension diagnosis

The article and an accompanying editorial are available online for free. Also featured in the issue:

- “Empowering Informal Caregivers with Health Information: OpenNotes as a Safety Strategy” (Beth Israel Deaconess Medical Center, Boston)
• “When Clinicians Drop Out and Start Over after Adverse Events” (University of Massachusetts Boston)
• “Meeting Quality Measures for Adolescent Preventative Care: Assessing the Perspectives of Key Stakeholders” (Johns Hopkins University School of Medicine)
• “Highly Adoptable Improvement: A Practical Model and Toolkit to Address Adoptability and Sustainability of Quality Improvement Initiatives” (national expert panel)
• “Improving Quality of Care in Hospitals for Victims of Elder Mistreatment: Development of the Vulnerable Elder Protection Team” (New York-Presbyterian/Weill Cornell Medical Center, New York City)

Access the Journal.

Performance measurement

Pioneers in Quality™: Proven Practices Collection 2018 submissions due by April 13

In order to facilitate peer-to-peer sharing of proven practices for electronic clinical quality measures (eCQMs) practices, The Joint Commission is seeking success stories from its accredited hospitals and health systems. Select submissions will be part of the Pioneers in Quality™: Proven Practices Collection. The deadline to submit is April 13.

The Proven Practices Collection enables The Joint Commission to recognize hospitals and systems that effectively leverage eCQMs and health information technology (IT) to drive quality improvement, as well as to provide a platform for organizations to share their work as learning for other accredited organizations.

Potential topics to consider for submission include:

- Using eCQMs as part of organizational quality improvement initiatives
- Harmonizing clinical decision support and quality measurement
- Optimizing clinical workflow and eCQM collection to support quality care
- Improving or ensuring eCQM data quality and accuracy
- Role of governance and structure in improving eCQM performance
- Educating clinicians on quality improvement and electronic data collection

The practice should be clearly linked to the use of eCQMs and health IT for quality improvement, but it does not have to describe an entire implementation program. In addition to describing the Proven Practice, submissions should describe how:

- The practices or systems the organization has implemented have succeeded.
- Data are being used, whether internally and externally.

Organizations that submit selected practices will be recognized on The Joint Commission’s website. Several will be selected for recognition as 2018 Pioneers in Quality Expert Contributors based on the quality of their submissions and practices. These Expert Contributors will be asked to present their Proven Practices to a national audience as part of The Joint Commission’s Pioneers in Quality™ webinar series.

Submit a Proven Practice. (Contact: pioneersinquality@jointcommission.org)

Updated THKR Outpatient Implementation Guide

An updated THKR Outpatient Performance Measurement Implementation Guide is now available for The Joint Commission’s Total Hip and Total Knee Replacement (THKR) Certification program. The guide reflects the release of the 2018 CPT® codes.
Questions about the THKR measure specification may be submitted to the Performance Measurement Network Q&A Forum.

View the updated outpatient implementation guide.

**Accreditation and certification**

**Comment invited on proposed requirement for identification of newborns**

Staff in hospital-based obstetric departments are invited to comment on a proposed requirement to strengthen identification of newborns after delivery in order to prevent errors.

The proposed element of performance (EP) is for hospitals and critical access hospitals that provide obstetric services, specifically:
- Labor and delivery
- Nursery care
- Neonatal intensive care unit (NICU) services

The survey will be available through April 17. Comment now.

**People**

**Hoying joins Joint Commission as new chief nursing executive, EVP of Customer Relations**

On March 5, Cheryl L. Hoying, PhD, RN, FACHE, joined The Joint Commission as chief nurse executive and executive vice president of customer relations.

A member of The Joint Commission enterprise senior management team, Hoying is responsible for building and strengthening relationships with accredited and certificated organizations and other stakeholders. She will draw on extensive customer input and feedback to help guide business development and retention strategies, and play a leadership role with groups such as The Joint Commission’s Nursing Advisory Council and external stakeholders across the continuum of health care.

Hoying is a highly accomplished leader with extensive experience in both academic and community-based independent hospitals and health care systems, as well as in ambulatory and extended care settings. She previously served as senior vice president, patient services at Cincinnati Children’s Hospital Medical Center, where she assisted with efforts that decreased serious harm to patients by 85 percent through high reliability practices.

Hoying also served as: patient care services administrator and administrative director at The Ohio State University Medical Center; vice president for patient care services at Greene Memorial Hospital in Xenia, Ohio; and vice president at St. Elizabeth Medical Center in Dayton, Ohio.

A Fellow of the American Academy of Nursing and a Fellow of the American College of Healthcare Executives (ACHE), Hoying has been recognized with ACHE’s Senior Level Healthcare Executive Regent’s Award, as well as the Prism Diversity Award of the American Organization of Nurse Executives (AONE) — in addition to other honors and certifications. A past president and board member for AONE, she remains active with AONE, ACHE, the American Nurses Association and the Society of Pediatric Nurses.

Hoying holds a PhD in administration from the University of Cincinnati, as well as a master’s degree in nursing administration and a bachelor’s degree in community health and rehabilitation from Wright State University in Dayton, Ohio.
Resources

Introducing *Editors’ Exclusives*: Sign up for new Joint Commission newsletter

*Editors’ Exclusives*, a brand-new, free newsletter from The Joint Commission, is launching today. It is the most convenient way to catch up on the hottest topics from The Joint Commission. Readers can skim the headlines or click to read more and view additional resources.

*Editors’ Exclusives* will publish every two months. The inaugural issue will be sent to email subscribers of *Joint Commission Online*. To continue receiving *Editors’ Exclusives*, readers will need to sign up for email delivery.

[Sign up for *Editors’ Exclusives*.](#)

Up in the blogosphere with The Joint Commission

- **Quality Data Download** — *Helping Caregivers Help Patients*: Two guest authors from Beth Israel Deaconess Medical Center write how informal caregiving represents a subset of health care interactions that are particularly complex, is prone to errors and is costly because patients supported by caregivers are elderly, frail, or chronically ill.

- **Dateline @ TJC** — *Thank You, Patient Safety Advocates*: Following a national search and intensive selection process, Cheryl L. Hoying, PhD, RN, NEA-BC, FACHE, FAAN, will succeed Ann Scott Blouin, RN, PhD, FACHE, as The Joint Commission’s chief nurse executive and executive vice president in the Customer Relations department, writes Blouin.

- **@ Home with The Joint Commission** — *Hospice Trailblazer Named President of NAHC*: A colleague and phenomenal industry leader, William A. Dombi, was just appointed president of the National Association for Home Care & Hospice (NAHC), writes Margherita Labson, RN, MS, executive director, Home Care, The Joint Commission.


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