Tell us about your journey in health care.

I started as a nurse. I was a manager of ambulatory centers and we were part of the hospital accreditation. It was very different back then. I think that The Joint Commission has grown as well as I have. We’ve come a long way together in processes and improvements.

How has The Joint Commission evolved?

When I first started with The Joint Commission it was more fear induced. There was not an understanding of why we had to do some of the things that we had to do. Today, ambulatory care accreditation with The Joint Commission allows for continuous performance improvements and compliance on processes that we’ve identified. We were able to design the accreditation process to the depth and breadth of what brings value to our organization. I think that’s really been what’s most significant for us.

How has The Joint Commission helped you raise the bar?

It’s the branding of The Joint Commission. It’s a standard of excellence. It’s quality to the highest benchmark standard. We want to be associated with that standard of excellence.

How has The Joint Commission helped you help your patients?

The Joint Commission helps us make sure that we offer the best quality to our patients. And they have given us examples of what has worked in other places or a different way to do things. Our last surveyor brought to us examples of how to improve radiation safety. It was like, “Why didn’t we think of that?” Because The Joint Commission goes to other places and sees other things, they can then share those best practices in everything they do so that we can learn and grow.

More About 2004...Shared Visions and Unannounced Surveys

The Joint Commission

• The Joint Commission launches Shared Visions—New Pathways. The culmination of an intensive review and redesign of the accreditation process that began in 1999, the result is a complete paradigm shift from a process focused on survey preparation and score achievement to one of continuous systematic and operational improvement. Examples include:
  • Tracer methodology to view an organizations application of the standards over the entire spectrum of care
  • Periodic Performance Review to facilitate an organization’s incorporation of the standards into daily operations
  • Accreditation decisions to move organizations away from focusing on achieving high scores towards achieving and maintaining safe, high-quality systems of care, treatment, and services
  • The Universal Protocol™ - a requirement for marking of the correct site – is launched to prevent wrong site, wrong procedure, wrong person surgery
  • Unannounced triennial surveys are introduced on an optional, limited basis beginning in 2004 with the intent to transition all triennial surveys to an unannounced basis by 2006

The World

• Summer Olympics take place in Athens, Greece
• George W. Bush is reelected president, defeating John Kerry
• Janet Jackson’s costume malfunctions during the halftime show of Super Bowl XXXVIII
• Michael Melvil pilots SpaceShipOne into space, becoming the first person to do so in a privately developed aircraft
• NASA announces signs that water was once on Mars
• Scientists create two new chemical elements, named Ununtrium (Element 113) and Ununpentium (Element 115)
• World Series: Boston d. St. Louis (4–0)
• Best Picture: The Lord of the Rings: The Return of the King
• Record of the Year: “Clocks,” Coldplay

Recognizing 2004

Insight Imaging
Linda Massaro
Director of Quality Improvement and Safety

Insight Imaging has been accredited under the Ambulatory Care Accreditation Program since 2004. Linda Massaro has been with the organization for 16 years but has worked with The Joint Commission for about 25 years.

Have something to share about the past 40 years?
Please contact Andrea Quartz at 630.792.5825 or aquartz@jointcommission.org