2017 Communication Guidelines for ORYX® Vendors

The following communication guidelines have been developed by The Joint Commission to direct ORYX vendors in appropriately referencing The Joint Commission and portraying this relationship in the most credible and accurate manner. Any questions about these guidelines should be directed to the Performance Measurement email box orypms@jointcommission.org.

Note: No ORYX vendor is considered acceptable for use in meeting accreditation and/or certification requirements until the ORYX vendor has executed an ORYX Vendor Agreement with The Joint Commission for the current time period.

FOR ORYX CANDIDATE VENDORS ONLY
Candidate vendors are those vendors that have signed The Joint Commission’s Participation Agreement and are being evaluated by The Joint Commission. A vendor remains a candidate until The Joint Commission renders its final decision and subsequently executes a signed ORYX Vendor Agreement with the candidate vendor.

- Candidate vendors should use the following language for promotional and publicity purposes: “[Business name] is being considered by The Joint Commission for possible inclusion in the ORYX® initiative for purposes of participating in the accreditation and/or certification (as appropriate) process.”

- Candidate vendors may not use The Joint Commission logo for publicity or promotional purposes.

FOR ALL ORYX LISTED VENDORS (Chart-based vendors for accreditation and/or certification and electronic clinical quality measure [eCQM] vendors for accreditation only)

Guidelines for ORYX vendors that have been listed for inclusion in the accreditation and/or certification process:

- For publicity or promotional purposes, it is correct to say that a listed ORYX vendor has met the criteria for inclusion in the accreditation and/or certification (as appropriate) process and is included on The Joint Commission’s list of acceptable ORYX vendors. [ORYX vendor name] is committed to meeting future required criteria established by The Joint Commission. Listed ORYX vendors must include this information in all marketing and promotional materials that refer to the inclusion of an ORYX vendor for purposes of participating in The Joint Commission’s accreditation and/or certification (as appropriate) process. It is not accurate to state that The Joint Commission has “approved” or “accredited” an individual business/vendor.

- An ORYX vendor may promote or publicize that it has met the criteria for inclusion in the accreditation and/or certification (as appropriate) process as defined previously once the business/vendor has executed an ORYX Vendor Agreement with The Joint Commission.
• The ORYX vendor is required to inform customers and clients of any ORYX vendor status changes initiated by The Joint Commission, such as moving from “fully listed status” to “contractual noncompliance,” and/or a required audit intervention status.

• A listed ORYX vendor may not promote or publicize their relationship with The Joint Commission as a partnership of any kind (e.g., strategic partnership).

• The term “audited” with reference to the ORYX initiative is currently limited to chart-based vendors only.

• “ORYX” is a registered trademark of The Joint Commission, so the symbol ® should be used after ORYX in all titles or headlines and the first time the word appears in any text.

• ORYX vendors may not use the name “ORYX®,” The Joint Commission, or TJC in the names of their products or services.

• The Gold Seal is not appropriate for use by ORYX vendors. The Gold Seal is provided for use by Joint Commission accredited organizations and certified programs only.

• Use of The Joint Commission logo is permitted and encouraged, provided that ORYX vendors adhere to the following guidelines:
  o The Joint Commission logo includes the name and symbol. Do not change the format of the logo. The name and words may not be separated from the symbol and they must be printed in the same color. In four-color process printing, the logo uses PMS 7407 (gold) and PMS 2747 (blue).
  o The typeface, name and/or symbol may not be manipulated or modified in any way.
  o The Joint Commission logo must not be printed larger than the ORYX vendor’s logo.
  o The Joint Commission logo may not be used in any way that may suggest to the reader that the product or service offered by the ORYX vendor is a Joint Commission product or service.
  o Do not add graphic devices to the Joint Commission logo such as seals, or other words or slogans.
  o The guidelines for printing the logo apply for use on all print materials.

For more information about the logo or to obtain logos, contact Denise Bolling, professional relations and speakers bureau coordinator, at (630) 792-5633.

Guidelines for the transmission of trial data:
• ORYX vendors are prohibited from publicly stating their status as it relates to the trial transmission of data for chart-based purposes (i.e., hospital clinical data [HCD] and population and sample size data [PaS]), or eCQM purposes (i.e., QRDA Category I patient-level data [eHCD] and electronic population [ePop]) until they have been notified in writing by The Joint Commission that they have been successful in transmitting all required data format and measure types.

• Upon successful trial transmission of health care organization specific data, the following language should be used: “[ORYX vendor name] has successfully trial transmitted ORYX® [chart-based and/or eCQM (as appropriate)] test data to The Joint Commission.”
Guidelines for the transmission of production data:

- ORYX vendors are prohibited from publicly stating their status regarding a production data transmission for chart-based purposes (i.e., hospital clinical data [HCD] and population and sample size data [PaS]), or eCQM purposes (i.e., QRDA Category I patient-level data [eHCD] and electronic population data [ePop]) until they have obtained at least one production verification report from The Joint Commission’s extranet for the quarter being addressed. A verification report provides status information regarding the attempted transmission of production data to The Joint Commission. This report does not ensure the quality or completeness of the data. Therefore, in this situation, the following language should be used: “[ORYX vendor name] is in the process of transmitting [chart-based and/or eCQM (as appropriate)] production data for [name quarter(s)] to The Joint Commission.”

- After the data transmission deadline for each quarter [see ORYX transmission schedule], if at a minimum, one verification report for each type of data they are required to submit (e.g., HCD and PaS for chart-based measures, and eHCD and ePop for eCQMs) denotes that some of the data were successfully received, the following language should be used: “[ORYX vendor name] has transmitted [chart-based and/or eCQM (as appropriate)] production data for [name quarter(s)] to The Joint Commission.” It is very important that ORYX vendors not make reference to the transmission being “successful” or “complete” since this inappropriately connotes that the quality of the data has been fully reviewed and is error free.

Guidelines for utilizing a subcontractor:
Any listed ORYX vendor that has subcontracted on an ongoing basis, one or more important functions, must make that subcontracting arrangement known to its actual and prospective clients with which it is in communication, as well as to The Joint Commission via Attachment F, the ORYX Subcontractor Disclosure Form.

FOR ORYX CHART-BASED VENDORS ONLY (for accreditation and/or certification)

Guidelines for ORYX vendors that have executed a legally binding chart-based rider:
An ORYX vendor that has executed a legally binding chart-based rider to embed a topic(s) (measure set) of ORYX chart-based measures should use the following language, depending on the ORYX vendor’s status within the chart-based measure process.

- For those ORYX vendors that have signed a legally binding chart-based rider with The Joint Commission expressing their commitment to embed chart-based measures, the following language should be used: “[ORYX vendor name] has signed a legally binding rider with The Joint Commission expressing its commitment to embed the following ORYX® chart-based measure topic(s) (measure set) and associated measures: [insert chart-based topic(s) (measure set(s)) and associated measure name(s)].”

- For those ORYX vendors that have successfully completed data collection tool review and successful submission of vendor created test cases through the HCD application in trial mode for a chart-based measure topic(s) (measure set(s)), the following language should be used: “[ORYX vendor name] has successfully met the technical format requirements and is approved to transmit data for the following ORYX® chart-based measure topic(s) (measure set): [insert chart-based topic(s) (measure set(s)) and associates measure name(s)].”
Note: The Joint Commission will regularly update this level of information (i.e., legally binding commitment and topic (measure set) approval) on our website.

- Please also reference previous “Guidelines for the transmission of production data” for appropriate language to be used for the transmission of chart-based measure data.

Guidelines for audit communications (for-cause chart-based audits):
For the purposes of these communication guidelines, “audit” refers to the period of time that begins with The Joint Commission’s notification to the ORYX chart-based vendor that it has been scheduled for an audit intervention and ends with the release of a written communication to the ORYX chart-based vendor indicating completion of all audit-related processes and the clearing of audit status (see The Joint Commission’s 2017 Audit Plan for ORYX Vendors).

- For those ORYX vendors that have completed all audit-related processes and were not found to be in compliance with all required criteria, and the process for removing the ORYX vendor from the list of ORYX vendors has been initiated, the ORYX vendor can use the following language: “[ORYX vendor name] was audited by The Joint Commission on [the date] and was not found to be in compliance with all required criteria evaluated on [the date].” Once the ORYX vendor has received official notice of The Joint Commission’s intent to remove the ORYX vendor from the ORYX listed vendors, the ORYX vendor may provide details of its deficiencies as it deems appropriate. In addition, the ORYX vendor is required to inform customers or clients that the process for removing the ORYX vendor from the list has been initiated by The Joint Commission.

- ORYX vendors referencing a Joint Commission audit must refer to the findings of the most recent audit conducted.

- ORYX vendors referencing the avoidance of for-cause audits must include a timeframe for being audit-free.

Guidelines for the use of aggregate chart-based national comparison data:
For those ORYX vendors that will have access to aggregate chart-based national comparison data, it is important that the data not be misused, or otherwise used, in any way that could lead to misunderstanding. If an ORYX vendor discloses or uses that information in any way other than in connection with its ORYX responsibilities (as described in the ORYX Vendor Agreement and the ORYX Chart-based Measure Contract Rider), it must:

- contact The Joint Commission at oryxpms@jointcommission.org to inform them of their intended use of such data;
- note that the information comes from The Joint Commission;
- note the quarters represented in the data being utilized;
- note the fact that The Joint Commission is not responsible for, nor has it reviewed the appropriateness of the ORYX vendor’s application of the information for any specific purpose other than for ORYX; and
- note that The Joint Commission is in a continual process of updating the information and evaluating potential improvements in collecting the information.

Guidelines for the use of chart-based risk adjustment models:
For those ORYX vendors that will have access to chart-based risk adjustment models, it is important that this information not be misused, or otherwise used, in any way that could lead to misunderstanding. If an ORYX vendor discloses or uses the models in any way other than in connection with its ORYX responsibilities (as described in the ORYX Vendor Agreement and ORYX Chart-based Measure Contract Rider), it must explain:

- that the models come from The Joint Commission;
- any modifications the ORYX vendor has made to the models;
- the date of the ORYX vendor’s receipt of the models from The Joint Commission;
- the fact that The Joint Commission is not responsible for, nor has it reviewed the appropriateness of, the ORYX vendor’s application of the models for any specific purpose other than for ORYX; and
- The Joint Commission will, as appropriate, evaluate and consider potential improvements in the chart-based risk adjustment models over time.

FOR ORYX eCQM VENDORS ONLY (for accreditation only)

Guidelines for vendors that have executed a legally binding eCQM rider:
An ORYX eCQM vendor that has executed a legally binding eCQM rider to embed eCQMs should use the following language, depending on the ORYX vendor’s status within the eCQM process.

- For those vendors that have signed a legally binding eCQM rider with The Joint Commission expressing their commitment to embed eCQMs, the following language should be used: “[ORYX vendor name] has signed a legally binding eCQM rider with The Joint Commission expressing its commitment to embed the following ORYX® eCQM measures: [insert eCQM measure name(s)].”

- For those vendors that have successfully completed verification for an eCQM measure, the following language should be used: “[ORYX vendor name] has successfully met the technical requirements and is approved to transmit data for the following ORYX® eCQM measures: [insert eCQM measure name(s)].”

- The Joint Commission eCQM trial transmission and other evaluation processes are separate and distinct from the Office of the National Coordinator for Health Information Technology Authorized Testing and Certification Body (ONC-ATCB) certification process. The ORYX eCQM vendor ensures that all marketing and other communications regarding participation in, and subsequent successful completion of, The Joint Commission’s eCQM evaluation processes will be communicated in a way that does not confuse or mislead health care organizations respecting the ORYX eCQM vendor’s status. ORYX vendors cannot use the term ‘certification’ or 'certified' or any other derivation in conjunction with The Joint Commission analysis of their technical capabilities.

   Note: The Joint Commission will regularly update this level of information (i.e., legally binding commitment and eCQM measure approval) on our website.

Guidelines for the use of eCQM National Comparison Group Data:
When eCQM national comparison group data is available, it is important that the data not be misused, or otherwise used, in any way that could lead to misunderstanding. If an ORYX eCQM vendor discloses or uses that information in any way other than in connection with its ORYX
responsibilities, it must:

- contact The Joint Commission at oryxpms@jointcommission.org to inform them of their intended use of such data;
- note that the information comes from The Joint Commission;
- note the quarters represented in the data being utilized;
- note the fact that The Joint Commission is not responsible for, nor has it reviewed the appropriateness of the ORYX eCQM vendor’s application of the information for any specific purpose other than for ORYX; and
- note that The Joint Commission is in a continual process of updating the information and evaluating potential improvements in collecting the information.

Guidelines for the use of eCQM risk adjustment models:
Note: There are no risk adjusted eCQMs contemplated for 2017. Futuristically, for those ORYX eCQM vendors that will have access to eCQM risk adjustment models, it is important that this information not be misused, or otherwise used, in any way that could lead to misunderstanding. If an ORYX eCQM vendor discloses or uses the models in any way other than in connection with its ORYX responsibilities, it must explain:

- that the models come from The Joint Commission;
- any modifications the ORYX eCQM vendor has made to the models;
- the date of the ORYX eCQM vendor’s receipt of the models from The Joint Commission;
- the fact that The Joint Commission is not responsible for, nor has it reviewed the appropriateness of the ORYX eCQM vendor’s application of the models for any specific purpose other than for ORYX; and
- The Joint Commission will, as appropriate, evaluate and consider potential improvements in the eCQM risk adjustment models.