Working Together to Streamline Joint Commission Requirements

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Learning Objectives

At the conclusion of this presentation, the participant will be able to:

– Learn how Joint Commission certified staffing firms can assist hospitals meet standards compliance

– Learn how to reduce the burden of the credentialing and orientation of temporary and/or contracted staff
Health Care Staffing Certification Overview

- Requires compliance with standards identified in the Health Care Staffing Services certification manual
- On-site review every two years
- Intra-cycle touch point at 12 months post review
- Performance measures collected and submitted to The Joint Commission
# Credentialing requirements

## HOSPITAL

- Primary source verification of license, certification, registration of staff
- Verification of education and experience
- Criminal background check
- Verification of applicable health screening

Limitations with LIP credentialing

## STAFFING FIRM

- Primary source verification of license, certification, registration of staff including data on relinquishments, sanctions, or limitations
- Criminal background check
- Verification of applicable health screening
- Verification of identity
- Verification of advanced training
Orientation requirements

HOSPITAL

- HR.01.04.01
  - Safety
  - Hospital-wide and unit-specific policies and procedures
  - Specific job duties including IC and pain assessment/management
  - Sensitivity to cultural diversity
  - Patient rights including ethical aspects of care

STAFFING FIRM

- HSHR.3
  - Customer’s policies and procedures, as appropriate
  - Safety, including NPSG
  - Infection control
  - Cultural diversity and sensitivity
  - Patient rights
  - Ethics of care
Now what?
Use of Joint Commission certified staffing firm for credentialing and orientation

- Clear expectations are in the contract
- Monitoring of performance with periodic checks to determine compliance
- Develop relationship and trust
- Availability of records as needed within reasonable time period, e.g. survey
- Minimizes record keeping by hospital if maintained by TJC certified staffing firm
Spelled out in the contract

HOSPITAL

- LD.04.03.09
  - Written agreement describing nature and scope of services
  - Established written expectations
  - Monitoring of performance relative to expectations
  - Corrective steps taken if expectations not met

STAFFING FIRM

- HSLD.5
  - Written agreement
  - Subcontractors use or not
  - Competency determination of staff
  - Reassignments
  - Employees or LIP
  - Communication system for unexpected incidents, safety issues, etc.
  - Use of contract addendum
Cooperation

- Open communication between hospital and staffing firm
- Reporting of Do Not Return
  - Helps maintain safety and quality of care
- Feedback from hospital to staffing firm regarding staff performance
  - Streamline process to reduce burden
  - Be creative
Certified Staffing Firms

- For a complete list go to www.jointcommission.org/certified and look for “HCSS”
- Visit the web site for the National Association of Travel Healthcare Organizations www.NATHO.org
Questions?

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