How Joint Commission Accreditation Can Help Your Organization Identify Risk

August 27, 2019
Webinar Housekeeping

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  - **Questions/Comments:**
    - Submit questions via the Questions panel at any time.

- **Note:** Today’s presentation is being recorded.
How Joint Commission Accreditation Can Help Your Organization Identify Risk

Barbara Schwarzer, MHA, MSOL, MT(ASCP), CPHQ, Laboratory Surveyor, The Joint Commission

Daniel Briggs, Business Development Manager-Laboratory, The Joint Commission

August 27, 2019
Overview of Today’s Webinar

- The laboratory’s role in Leading the Way to Zero Harm
- Challenges in identifying risk
- The SAFER Matrix and its role in the Joint Commission survey
- Recent top-cited standards
- Questions and answers
How The Joint Commission Helps Identify Risk
A New Challenge: Laboratory Role in Zero Harm

- The laboratory is part of the patient journey from admission to discharge
- Collaboration and integration with other services is a key component of identifying and reducing risk
- Tracer methodology is the RPI tool to identify gaps or risks in processes
- Mitigating risks helps us get to Zero Harm
Challenges in Identifying Risks

Requires a change in culture:

- The Joint Commission helps to create a Culture of Safety environment
- Encourages transparency and speaking up
- Encourages a Just Culture
More Challenges

- Requires leadership engagement
- Requires being process focused
- Requires a non-punitive environment
Next Steps

− Create a Culture of Safety environment to **report** risks

− Use tracer methodology to **identify** risks
  − Tracer methodology follows a patient for each laboratory specialty from order to result including all related documentation

− Use the SAFER Matrix to **evaluate** risks
Survey Analysis for Evaluating Risk™ (SAFER) Matrix
The SAFER MATRIX

- Survey Analysis for Evaluating Risk™ (SAFER) Matrix
  
- A transformative approach for identifying and communicating risk levels associated with deficiencies cited during surveys
Survey Findings

Survey Analysis for Evaluating Risk™ (SAFER) Matrix

- Identifying and communicating risk levels associated with deficiencies cited during surveys
- Helps organizations prioritize and focus corrective actions
- Provides one comprehensive visual of survey findings
- [www.jointcommission.org/topics/safer_matrix_resources.aspx](http://www.jointcommission.org/topics/safer_matrix_resources.aspx)

![SAFER Matrix Diagram](image-url)
Definitions

- SAFER Matrix:
  - Shift from just counting observations to evaluating observations for likelihood to cause harm and for frequency
  - Likelihood to cause harm:
    - Low, moderate, high, immediate threat to life
  - Frequency:
    - Limited, widespread, pattern
Likelihood to Cause Harm – Y axis

- **Low**
  - Occurrence of harm is rare
  - Unlikely to directly contribute to harm
  - Example – missing signatures

- **Moderate**
  - Occurrence of harm is possible
  - Can cause harm as a contributing factor in the presence of special circumstances or additional failures
  - Inadequate or missing competency assessment
Likelihood to Cause Harm - 2

- High
  - Occurrence of harm is likely
  - Could directly lead to harm without the need for other significant circumstances or failures
  - Example – failure to follow policy for blood administration
Likelihood to Cause Harm - 3

- Immediate threat to life
  - Immediate risk

- May potentially have serious adverse effects on the health of the patient

- Example: Incorrect ISI or geometric mean values for INR calculation
Frequency or Scope X-axis

- Limited:
  - Unique occurrence
  - An outlier, not representative of regular practice
- Pattern
  - Impact more than a limited number of patients
  - Process variation
- Widespread
  - Pervasive
  - Process failure
Survey Analysis for Evaluation Risk
SAFER Matrix

The Joint Commission’s Survey Analysis for Evaluating Risk (SAFER™) Matrix™

Immediate Threat to Life: a threat that represents immediate risk or may potentially have serious adverse effects on the health of the patient, resident, or individual served.

- **HIGH**
  - LIMITED
  - PATTERN
  - WIDESPREAD

- **MODERATE**
  - LIMITED
  - PATTERN
  - WIDESPREAD

- **LOW**
  - LIMITED
  - PATTERN
  - WIDESPREAD
Next Steps

- Create a Culture of Safety environment to report risks
- Use Tracer Methodology to identify risks
- Use the SAFER Matrix to evaluate risks
- Follow up actions to mitigate risks
### Prioritized Follow-up Action

<table>
<thead>
<tr>
<th>SAFER Matrix™ Placement</th>
<th>Required Follow-Up Activity</th>
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</table>
| HIGH/LIMITED, HIGH/PATTERN, HIGH/WIDESpread | • 60 day Evidence of Standards Compliance (ESC)  
• ESC will also include two additional areas surrounding Leadership Involvement and Preventive Analysis  
• Finding will be highlighted for potential review by surveyors on subsequent onsite surveys up to and including the next full survey or review |
| MODERATE / PATTERN, MODERATE/WIDESpread | |
| MODERATE / LIMITED, LOW / PATTERN, LOW / WIDESpread | • 60 day Evidence of Standards Compliance (ESC) |
| LOW/LIMITED | |
Most Recent Frequently Cited Standards
Top 15 Deficiencies and SAFER Placement for HARM

<table>
<thead>
<tr>
<th>EP</th>
<th>Final- SAFER Placement</th>
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<tbody>
<tr>
<td>QSA.02.08.01 EP 2</td>
<td>Moderate</td>
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<tr>
<td>QSA.01.01.01 EP 6</td>
<td>Low</td>
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<tr>
<td>QSA.01.02.01 EP 2</td>
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<td>EC.02.04.03 EP 7</td>
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Conclusion
Achieving Zero Harm

- More than accreditation
- The Joint Commission survey helps your organization to:
  - Create a Culture of Safety
  - Identify risks through RPI Tools
  - Evaluate risks through the SAFER Matrix
  - Mitigate risks through appropriate corrective and preventive actions
  - Advance on your journey to zero harm
It’s time for you to let us know your questions

Type in your questions in the chat box
Free educational event especially for laboratorians

- “2020 Vision for the Laboratory – An Education Event with The Joint Commission”

- November 12, 2019 at the Westin O’Hare, Rosemont, IL. (Reception the night before)

- Hear from Joint Commission surveyors, staff, and customers.

- Earn Continuing Education credits.

- Register at https://go.jointcommission.org/laboratory-education-forum
Preview of conference agenda

- **Keynote presentation “2020 Vision for Laboratories”**

- **“Eyes on the Lab Director”** Learn from one of our survey pathologists about how we look at pathology

- **What Does a Surveyor Look For?** Learn from a surveyor what she looks for during a survey

- **Where Do We All Fall Down and How Do We Get Up?** What do we see most frequently on survey that presents challenges to laboratories and how can we help labs meet these challenges?

- **We All Want to Say Yes to No Mistakes** Accredited to be better, not just pass a survey

- **What’s on deck of Laboratory Accreditation?** Learn more about less redundancies, tools to use, and how the program will continue to help laboratories better prepare for the future in a time of increased costs and decreasing reimbursement.

- **Panel Discussion**
How to contact us

qualitylabs@jointcommission.org

- For initial questions
- Discuss eligibility and timeline
- Access to trial standards
- Request for an application
- Pricing estimate worksheet
Thank you for attending today’s webinar!

For additional information, please contact us at: qualitylabs@jointcommission.org
Appendix
Today’s Speakers

- **Barbara Schwarzer** is a surveyor for the Joint Commission’s Laboratory Accreditation Program.

- **Daniel Briggs** is a Business Development Manager for Laboratory Accreditation and Patient Blood Management Certification at The Joint Commission.