COVID-19 Webinar for Nursing Care Centers Accreditation

Q&A With The Joint Commission

August 4, 2020
Panel

**Beverly M. Belton, MSN, RN**  
Field Director Surveyor  
Management and Support  
The Joint Commission

**Diane Cullen, MSN, MBA RN, CIC**  
Associate Director, Infection Prevention and Control  
The Joint Commission

**Herman A. McKenzie, MBA, CHSP**  
Director of Engineering, Standards Interpretation Group (SIG)  
The Joint Commission

**Robert Campbell, PharmD**  
Director, Clinical Standards Interpretation  
Hospital / Ambulatory Programs  
Director, Medication Management  
The Joint Commission

**Kelley McCann**  
Associate Director, Accreditation Certification Operations  
The Joint Commission

**Linda Seager, RN, MSN**  
Director, Clinical Standards Interpretation Group  
The Joint Commission

**Jennifer Welch, MBA**  
Associate Director Accreditation  
Accreditation and Certification Operations  
The Joint Commission

The Joint Commission
The Joint Commission Return to Survey Activity

- In addition to conducting accreditation surveys and certification reviews, we have been advocating for the safety and wellbeing of health care workers at the highest levels of policy making.
- We want to assure you that we want to work together to reduce your risk and ours during the on-site survey/review process.
Your Questions

You have had a number of questions about our return to survey/review:

- How or when will we get a survey/review?
- What will that survey/review process look like, any differences?
- What type of instructions have you provided your surveyors/reviewers?
- What will the surveyors/reviewers focus on?
When and how will survey activity resume?

- Survey/ review activity has started in low risk areas — includes all programs
- Low risk criteria
  - Number of COVID-19 cases are lower and less impact to organizations
  - the # cases/thousand population and new cases within the county
  - Determination that our staff can travel to that area safely and find appropriate accommodations.
- In addition, your Account Executive will contact you to determine your readiness.
- We are aware that surveys/reviews are past their due dates, CMS is also aware — we will conduct those surveys/reviews when we are able.
- Prioritized initials and past due organizations. We will also be looking for organizations due in the next few months that meet the low risk criteria and are currently ready for survey.
What instructions have been provided to surveyors/reviewers?

- Do not travel if you are sick
- Do not travel if you have been in close contact with known or suspected COVID-19 patients
- When traveling they are required to wear a mask/face covering
- Required to wear a mask on survey/review and follow the organization’s guidelines. The organization will provide the PPE to the surveyor/reviewer as required by their policy.
- Practice physical distancing
- Practice good hand hygiene
- Follow CDC guidelines
What has changed about the survey process?

The survey/review process and its components will remain the same however here are some guidelines for the survey/review:

− Limiting the number of individuals in group sessions
− Using audio or videoconferencing could be incorporated to safely expand the number of attendees for sessions
− Using masks will be a routine practice
− Maximizing the use of technology to eliminate the number of people needed to sit directly next to an individual for an extended period of time. For example, screen sharing or projecting medical records.
− Interviewing patients and staff by telephone
− Driving in separate cars to off-site or patient homes
Survey/Review Process - Continued

- We will **NOT** enter an at-risk or confirmed COVID-19 home or room. We will not visit a unit with any confirmed COVID-19 patients.
- Limited physical review of high risk and aerosol generating procedures
- Consider using a simulation and/or distant review of certain activities/procedures
- Practice social/physical distancing during the survey
- Follow PPE and risk reduction strategies as established by the CDC
- Limit attendance at group sessions (e.g., opening, briefings, system tracers)
- Limit observers or scribes to avoid additional exposure during the survey
What will be the focus of survey activities?

- During the opening conference we will have discussion with you about the impact of the current pandemic and your organization’s response.
- We will discuss both infection control and emergency management.
- The focus of our survey will not be the timeframe of the public health emergency but the current situation within your organization.
Additional Information

- We would ask that you do not provide additional avoid dates due to the difficulty in scheduling surveys – avoid dates already submitted will be honored to the extent we can

- **Virtual surveys** – early surveys and initial surveys have occurred in some programs (Hospital, Behavioral, Lab, Nursing Care Centers, Critical Access Hospital and Home Care)

- Virtual event is a combination of:
  - Secure Zoom technology for the survey and facility review
  - Use of a secure SharePoint site for document upload to review pre-survey
  - Initial surveys conducted virtually will have a follow-up survey on-site
  - Organization is contacted to verify ability and willingness to participate
Pre-Submitted Questions

What is the cohorting criteria for isolation and quarantine?
Pre-Submitted Questions

How do your cohort persistently versus intermittently COVID positive PCR residents?
Pre-Submitted Questions

What are the major barriers to good infection control and prevention practices in nursing care centers?
Pre-Submitted Questions

How do you prevent COVID infection for homecare patients?
Pre-Submitted Questions

When accepting a resident from the hospital, we request a negative COVID test. Is there a time frame as to how many days prior to discharge the test is good for? 3 days 14 days 20 days?
Pre-Submitted Questions

Can positive COVID-19 IgG titer be used to exempt residents and staff from surveillance screening?
Pre-Submitted Questions

How do you transport exposed patients?
Pre-Submitted Questions

Please share a best practice to hang isolations gowns outside the room?
Pre-Submitted Questions

Staff concerns about returning to work without having to retest for COVID-19 once recovering from the virus.
Pre-Submitted Questions

Will The Joint Commission be looking for COVID-19 specific policies?
COVID-19 Resources

What Your Organization Needs to Know About the Coronavirus

Trusted Guidance. Trusted Resources.

View resources
Thank You

We support your efforts in response to the COVID-19 pandemic and hope to provide helpful resources
Resources

- COVID Resources
  - https://www.jointcommission.org/covid-19/

- Standards Interpretation
  - https://www.jointcommission.org/standards/standard-faqs/