Quality and safety

New Speak Up™ campaign focuses on safe surgery

Patients can take an active role in their surgery by being an informed and involved member of their care team.

Speak Up™ For Safe Surgery, a new patient safety campaign from The Joint Commission, focuses on what patients can do before and after their surgery, as well as what to expect regarding COVID-19 pandemic safety procedures.

These educational resources include:
- An infographic poster/flyer in three sizes (8.5x11, 11x17 and 24x36).
- An animated video to incorporate in hospital and surgical facility programming.
- A distribution guide with recommendations on how health care organizations can use and provide the materials for patients and their families, caregivers, and advocates.

The infographic and video are available in both English and Spanish.

Launched in 2002, the award-winning Speak Up™ program has been used in more than 70 countries. It encourages patients to be their own advocates and to:
- Speak up
- Pay attention
- Educate yourself
- Advocates (family members and friends) can help
- Know about your new medicine
- Use a quality health care organization
- Participate in all decisions about your care

This campaign is the fifth to be introduced in The Joint Commission's refreshed Speak Up™ program that debuted in 2018 after national market research, including focus group feedback from patients and their families. For updates on new Speak Up™ campaigns as they become available, sign up for email alerts or subscribe to the e-newsletter Joint Commission Online. (Contact: Caron Wong, cwong@jointcommission.org)

Resources

Up in the blogosphere with The Joint Commission

Dateline @ TJC — Encouraging Ethical Practices in Substance Use Disorder Care: Recently, the Department of Justice charged several addiction providers with fraud for unethical treatment practices. Some organizations are accused of providing kickbacks to patient brokers for patient referrals or charging insurers for medically unnecessary urine drug testing. Other allegations include allowing patients to enter a program without a medical evaluation, writes Julia Finken, RN, BSN, CPHQ, CSSBB, Executive Director, Behavioral Health Care and Human Services, and Stacey Paul, MSN, RN, APN, PMHNP-BC, Project Director, Clinical, Department of Standards and Survey Methods.
Joint Commission Resources

Get ready for 2021: New Comprehensive Accreditation, Certification Manuals

Now is the time to prepare for the new year by checking out the newly updated 2021 Comprehensive Accreditation Manuals, Comprehensive Certification Manual for Disease-Specific Care, and the new accreditation standards and update services.

The accreditation manuals — many available for purchase from Joint Commission Resources in either a hard copy or PDF format — include all the standards that will be in effect on Jan. 1, 2021, and detail the accreditation process, policies and procedures. These are available for the ambulatory care, behavioral health care and human services, critical access hospital, home care, hospital, laboratory, and nursing care center programs.

The certification manual for disease-specific care — which includes advanced certification programs — also includes the standards that will be in effect on Jan. 1, 2021. The manual can be purchased in a hard copy or PDF format.

The accreditation standards books — published annually — are available for hospitals, ambulatory care, and behavioral health care and human services. These abridged versions of the comprehensive manuals contain only the standards requirements, a glossary and a standards applicability grid.

The update services, which are published in the spring and fall, are available for preorder. These annual subscriptions allow organizations to keep their accreditation manuals updated on any revisions to 2021 standards or accreditation requirements for the ambulatory care, behavioral health care and human services, home care, and hospital programs.

Learn more about the 2021 manuals.

Learn more about Joint Commission Resources’ offerings online or call 877-223-6866.