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# Survey Activity Guide

For Health Care  
Organizations

**2013**



The Joint Commission

Survey Activity Guide  
For Health Care Organizations

2013

## What's New in 2013

New or revised content for 2013 is identified by underlined text.

On-site survey activities and the survey process remain unchanged for 2013.

The following items are noted to keep you informed of some additional topics that may be referred to either by your Account Executives before survey or during the on-site evaluation by the surveyor or survey team.

- **For All Programs that Participate in the Periodic Performance Review (PPR):** The PPR is now being referred to as Intra-cycle Monitoring or ICM for short. The tool used for Intra-cycle Monitoring is now referred to as the Focused Standards Assessment (FSA) Tool.
- **Individual Tracer Activity:** Included topics for discussion with licensed independent practitioners and added to the topics covered with individuals served/patients/residents.
- **Leadership Session:** Revised this session to place more emphasis on leaders and surveyors exploring, through organization-specific examples,
  - Leadership commitment to improvement of quality and safety
  - Creating a culture of safety
  - Robust process improvement
  - Observations that may be indicative of system-level concerns
- **For Hospitals and Critical Access Hospitals Only:** Surveyors may be engaging organization staff and licensed independent practitioners in more in-depth dialog regarding the topic of patient flow. This discussion will occur in various survey activities, including Orientation to the Organization, Individual Tracer Activity, Program-Specific Tracer-Patient Flow and Leadership Session.
- **For Hospitals Only:** Some additional items have been added to this list related to patient flow and to the QIO agreement or utilization review plan.

## How to Use this Guide

The Joint Commission's Survey Activity Guide is available on your organization's extranet site.

This guide contains:

- Information to help you prepare for survey
- An abstract of each survey activity that includes logistical needs, session objectives, an overview of the session, and suggested participants
- Sessions are listed in the general order that they are conducted.

A template agenda and a list of survey activities that occur during an onsite visit are posted to your organization's extranet site in proximity to the time your application is received and reviewed. When the template agenda and survey activity list is available, please download and review the activities and think about the people you might like to have involved. The activity list includes a column in which you can record participant names or positions next to each of the sessions. Identifying key participants (and their phone numbers) for each session, including back-ups, is important. Consider including possible meeting locations and surveyor work space in your planning documents. Reference the sessions in this Survey Activity Guide and learn more about what you can expect to occur during the activity.

The template agenda and activity list includes suggested duration and scheduling guidelines for each of the activities. On the first day of survey, there will be an opportunity for you to collaborate with the surveyor in preparing an agenda for the visit that is considerate of your day-to-day operations.

**Please Note:** Not all of the activities described in this guide are included in the activity list or on the agenda template. Many of the accreditation program-specific activities are designed to take place during individual tracer activity. Surveyors will incorporate these into the onsite survey when they are applicable to your organization.

For **complex organizations** (being surveyed under more than one accreditation manual or for more than one service under one accreditation manual), you will receive an activity list and agenda template for each of the programs being surveyed (e.g., hospital, home care, long term care). Include an organization contact name and phone number for each program, as well as, names or positions and phone numbers of activity participants from all of the programs on these activity lists. Identify when it would be most effective to conduct an activity with all programs present (e.g., Leadership, Daily Briefing, and System Tracer--Data Management) and suggest this to the surveyors when they arrive.

For multiple services being surveyed under a single accreditation program, be sure to include contact names and phone numbers from all of your organization's services. For example, Home Care might have the following services: Home Health, Hospice, Personal Care /Support Services, Home Medical Equipment, or Pharmacy.

Finally, please recognize that this Survey Activity Guide is created for small and large organizations. Some organizations will have one surveyor while others will have multiple surveyors. If you have any questions about the number of surveyors who will arrive at your site, please contact your Account Executive. If you are unsure of your Account Executive's name or phone number, call the Joint Commission switchboard operator at 630-792-5000 for assistance.

# Health Care Organization Survey Activity Guide (SAG)

**Key:** The following abbreviations are used throughout this Guide to identify specific accreditation programs and the survey activities applicable to the program.

- All – All programs (All accreditation programs listed below)
- AHC – Ambulatory Health Care (surveyed from the Comprehensive Accreditation Manual for Ambulatory Health Care and not the Hospital Accreditation Manual)
- BHC – Behavioral Health Care
- CAH – Critical Access Hospitals
- HAP – Hospital
- LAB – Laboratory
- LTC – Long Term Care
- LT-2 – Long Term Care Medicare/Medicaid Certification-Based Option
- OBS – Office-Based Surgery
- OME – Home Care

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| Ambulatory Care and Office-Based Surgery Accreditation Programs Document List and Survey Activity List | AHC, OBS                     | 14          |
| Behavioral Health Care Accreditation Program Document List and Survey Activity List                    | BHC                          | 17          |
| Hospital and Critical Access Hospital Accreditation Programs Document List and Survey Activity List    | HAP, CAH                     | 20          |
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| • Suicide Prevention   | BHC, HAP                     | 46          |
| • Laboratory Integration   | HAP, CAH                     | 47          |
| • Patient Flow   | HAP, CAH                     | 48          |
| • Staffing   | LTC                          | 49          |
| • Resident Centered Care   | LTC                          | 50          |
| • Equipment & Supply Management  | HME                          | 51          |
| • Fall Reduction   | OME                          | 52          |
| • Hospital Readmission   | OME                          | 53          |
| Special Issue Resolution   | All                          | 54          |
| Team Meeting/Surveyor Planning   | All                          | 55          |
| Daily Briefing   | All                          | 56          |
| Competence Assessment Process  | All, except LAB              | 57          |
| Environment of Care and Emergency Management Session   | AHC, BHC, LTC, LT-2 OBS, OME | 58          |

|  |   |    |
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| Environment of Care  | HAP, CAH                                | 61 |
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| Life Safety Code <sup>®</sup> Building Assessment                        | AHC, BHC, CAH,<br>HAP, LTC, OBS,<br>OME | 65 |
| System Tracer-Data Management  | All, except LAB                         | 67 |
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| Governance Discussion Session – Bureau of Primary Health Care            | AHC                                     | 78 |
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## Ambulatory Health Care (AHC) Table of Contents

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| Environment of Care and Emergency Management Session.....                         | 58          |
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| System Tracer -Medication Management .....  | 69          |
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1- Only applies to Federal Bureau of Primary Health Care programs

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1- Applies to the following types of programs: Addictions, Children & Youth, Developmental Disabilities, Foster/Therapeutic Foster Care, Group Homes, Mental Health, and Residential Treatment



## Critical Access Hospital (CAH) and Hospital (HAP) Table of Contents

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1- Does not apply to Critical Access Hospitals

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- 1- Only applies to Home Medical Equipment (HME) programs
  - 2- Applies to the following programs: Home Health/Personal Care, HME, and hospice
  - 3- Only applies to Medicare Certified Home Health
  - 4- Only applies to Inpatient Hospice programs

## **Preparing for Surveyor Arrival**

### **Overview**

The surveyors arrive unannounced or with short notice for most surveys. Exceptions to the unannounced survey process may change at any time. Changes are published in the Joint Commission newsletter *Perspectives*.

Exceptions\* to the unannounced survey process include:

- Initial accreditation surveys
- Early Survey Option – 1<sup>st</sup> and 2<sup>nd</sup> surveys
- Intra-cycle Monitoring (ICM) Option 2 and Option 3 surveys

**\*All CMS deemed surveys or surveys conducted for CMS recognition are unannounced.**

**A seven business day advance notice is given for the following survey types:**

### **Ambulatory Care Accreditation Program**

- Very small Ambulatory as defined in the Accreditation Process section of the respective accreditation manuals (limited notice)
- Department of Defense facilities
- Bureau of Prisons facilities and contracted prison facilities
- Immigration facilities
- All office-based surgery practices
- Ambulatory Care organizations providing surgery/anesthesia services with fewer than 1,500 annual visits
- Ambulatory Care organizations that either provide non-deemed ambulatory surgery, or telehealth, or are sleep centers
- Ambulatory Care organizations providing Medical/Dental care and services with fewer than 5000 annual visits, or less than three licensed independent practitioners
- Ambulatory Care organizations providing Diagnostic/Therapeutic care and services with fewer than 3000 annual visits or four or fewer Licensed Independent Practitioners
- Ambulatory Care organizations providing mobile diagnostic services

### **Behavioral Health Care Accreditation Program**

- Department of Defense facilities
- Bureau of Prisons facilities
- Foster Care Programs--Organizations providing Foster Care are given advance notice for the purpose of scheduling the Foster Parents Meeting for one of the onsite survey days
- All methadone programs, if not part of a hospital
- All in-home behavioral health, case management, or Assertive Community Treatment (ACT) programs, if not part of a hospital
- All freestanding organizations with 10 or fewer staff or a total average daily census (ADC) of less than 100
- All community-based, freestanding programs

### **Home Care Accreditation Program**

- Very small Home Care organizations, as defined in the Accreditation Process section of the respective accreditation manuals (limited notice)

- Small, non-deemed home care and hospice organizations, if not part of a hospital

### **Laboratory Accreditation Program**

- “Small” laboratories as defined in the Accreditation Process section of the respective accreditation manuals (limited notice); in vitro fertilization laboratories

### **Medicare/Medicaid certification-based Long Term Care program**

- All one-day freestanding Medicare/Medicaid certification-based long term care surveys, if not part of a hospital

Comments received from staff in accredited organizations indicate that a planned approach for the surveyor’s arrival allows them to feel calmer and more synchronized with the survey. Whether the surveyor arrival is announced or unannounced, the first hour of the surveyor’s day is devoted to planning for your survey activities. This planning requires review of specific documents provided by your organization which can be found on the Document Lists for each accreditation program in the pages that follow. If these documents are not available when the surveyors arrive, they immediately begin to evaluate the care, treatment, or services provided to one of your patients/residents/individuals served through an individual tracer.

### **Preparing for Survey**

Prepare a plan for staff to follow when surveyors arrive. The plan should include:

- Greeting surveyors: Identify the staff usually at the main entrance of your organization. Tell them about The Joint Commission and educate them about what to do upon the arrival of surveyors. Explain the importance of verifying any surveyor’s identity by viewing their Joint Commission identification badge. This badge is a picture ID.
- Who to notify upon their arrival: Identify leaders and staff who must be notified when surveyors arrive. Create a list of names, phone numbers, or cell phone numbers. Also, include the individual who will be the surveyor’s “contact person” during the survey. Identify alternate individuals in the event that leaders and staff are unavailable.
- A location for surveyors: Ask surveyors to wait in the lobby until an organization contact person is available. Surveyors will need a location that they will call their “base” throughout the survey. This location should have a desk or table, electrical outlet, phone access, **and internet access.**
- Validation of survey: Identify who will be responsible for the validation of the survey and the identity of surveyors. Identify the steps to be taken for this process. (See Surveyor Arrival Session for these steps.)
- Readiness Guide and Accreditation Program-specific Document Lists: The Guide is created for you to use as a planning tool and can be included with your survey plan. The document list portion of the Readiness Guide now appears as six separate lists specific to each accreditation program. Your organization should be prepared to have documents available for each program for which you are seeking accreditation. These documents should be given to surveyors as soon as your organization validates their identity. **If this information is not immediately available for surveyors at the Surveyor Preliminary Planning Session, they will begin the survey with an individual tracer.**
- Identifying who will serve as escorts for the surveyors.
- Identifying who will assist the surveyors with review of electronic records of care, if applicable to your organization; surveyors may ask to print some components of the record in order to facilitate tracer activity and subsequent record review.

### **Other planning activities**

- Using Priority Focus Process information in your survey. The Priority Focus Process applies to all accredited programs. You can read more about this process in the Comprehensive Accreditation Manuals. The Priority Focus Process is an important component of the accreditation process. It guides the surveyors in planning and conducting your survey.

The Priority Focus Process uses an automated tool which takes available data from a variety of sources, including the electronic application (E-app) for accreditation, previous survey findings, complaint data,

and publicly available external data—and integrates them to identify Clinical/Service Groups and Priority Focus Areas for your organization. The Priority Focus Process converts these data into information that initially focuses survey activities, increases consistency in the accreditation process, and customizes the accreditation process to make it specific to your organization.

Updated Priority Focus Process reports are posted to your Joint Commission extranet site. When a new report is posted, you will receive an electronic message advising you that the report is available. **You must access your extranet site to receive this notification. If you have questions about how to access your extranet site, please contact your account executive.**

Prior to the on-site accreditation survey, a Customer Value Assessment will be available for completion on your Joint Commission *Connect* extranet site. The Assessment is designed to provide our customers with the opportunity to tell us what is most important to you with respect to the accreditation process. Your organization's expectations for the upcoming on-site survey are useful to the surveyor or survey team in organizing their evaluation work. This information will allow them to be respectful of your needs and keep the on-site process relevant to your organization.

Note: When a situation is identified that could be a threat to health and safety, surveyors contact the Joint Commission administrative team. The Joint Commission either sends a different surveyor to investigate the issue or the surveyor on site will be assigned to conduct the investigation. Investigations include interviews, observation of care, treatment and service delivery and document review. Your cooperation is an important part of this process. Surveyors collaborate with the Joint Commission administrative team and outcomes will be communicated to your organization when a determination is reached.

## Readiness Guide

| Actions to take when surveyor arrives | Responsible Staff | Comments:  |
|---------------------------------------|-------------------|--|
| Greet surveyor(s)                     |                   |  |
| Verify identity                       |                   | Look at picture ID to ensure they are from the Joint Commission  |
| Ask them to wait                      |                   | Location:  |
| Validate authenticity of survey       |                   | Contact: _____ (this individual has a user ID and password to access the organization's Joint Commission extranet site)<br>Phone number: _____ |

**Note:** Please download the entire Survey Activity Guide for additional information on how to prepare for survey

Document Lists and Survey Activity Lists for each accreditation program appear on the pages that follow. These lists are intended for use with the Survey Activity Guide.

### Survey Planning and Readiness Notes:

1. Please review the Program-Specific Survey Activity List to assist you in preparing for your survey. The list includes the potential survey activities that can occur on an accreditation survey, including the suggested duration, and suggested timing for these activities. This information will allow your organization to begin identifying participants that need to be involved in the survey. The activity list includes a column for your organization to use for recording participant names, possible meeting locations, times that could conflict with participant availability, or any other notes.
2. If more than one of your programs is being surveyed by The Joint Commission at the same time, please consider the following in your survey readiness plans:
  - Making available as many of the materials noted on the applicable program-specific document list at the organization's primary location for the Surveyor Arrival and Preliminary Planning Session. (Note: This does not apply to the Laboratory Program.
  - Arrangements to have a staff representative from each applicable program available in-person or by phone for the Opening Conference and Orientation to the Organization session.

Please work with your surveyor(s) to confirm the best day and time for specific survey activities to take place.

Contact your Account Executive with any questions related to this information

## **Ambulatory Care Accreditation Program Office-Based Surgery Accreditation Program Document List**

As an Ambulatory Care or Office-Based Surgery organization, you will need the following information and documents available for the surveyor to review during the Preliminary Planning Session and Surveyor Planning Session, which occurs on the first day of survey.

*Note: The 12-month reference in the following items is not applicable to initial surveys.*

- Performance / Quality Improvement Data from the past 12-months
- Infection Control surveillance data from the past 12-months
- Infection Control Plan
- Environment of Care data including the Statement of Conditions (SOC)
- Environment of Care, Plans for Improvement from last survey, if applicable
- Access to a computer for surveyor to sign off on current Environment of Care, Plans for Improvement
- Environment of Care management plans and annual evaluations
- Environment of Care team meeting minutes for the 12-months prior to survey
- An organization chart
- A map of the organization, if available
- List of all sites that are eligible for survey (AHC only, as applicable)
- List of locations where services are provided, including anesthetizing locations (AHC only, as applicable)
- Any reports or lists of patient appointment schedules or surgery schedules for each day of the survey
- A list of contracted services
- Name and extension of key contacts who can assist surveyors in planning tracer selection

### **For Ambulatory Surgery Center (ASC) Deemed Status surveys:**

- List of surgeries from the past six months
- List of cases in the past 12-months, if any, where the patient was transferred to a hospital or the patient died (**Note: The 12-month time frame for this data applies to all ASC organizations seeking deemed status, whether undergoing a Joint Commission initial survey or resurvey.**)
- Documents related to the infection control program (e.g., description, policy, procedures, surveillance data)

### **For Bureau of Primary Health Care (BPHC) surveys:**

- Health Center's responses to the "Health Center Self-Report Tool for BPHC Program Expectations," if the organization completed one (optional as of April, 2012)
- List of Board of Directors membership, including the user/patient/consumer status, occupational/areas of expertise, geographic location, and special population representation
- Board minutes (past 12 months on all surveys); annual Uniform Data System (UDS) report
- Most recent BPHC Notice of Grant Award (with any conditions or management assessment items)
- Items from most recent BPHC Grant Application: Health Care Plan, Scope of Services; Overall Summary (if available)
- Health Center's bylaws, strategic plan, and needs assessment

**Please note** that this is not intended to be a comprehensive list of documentation that may be requested during the survey. Surveyors may need to see additional documents throughout the survey to further explore or validate observations or discussions with staff.



## Ambulatory Care and Office-Based Surgery Accreditation Survey Activity List

| Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity  | Key Organization Participants (Refer to Survey Activity Guide for more info.) |
|--|--------------------------------|---|---|
| Surveyor Arrival and Preliminary Planning  | 60 minutes                     | 1 <sup>st</sup> day, upon arrival   |   |
| Opening Conference   | 15 minutes                     | 1 <sup>st</sup> day, as early as possible   |   |
| Orientation to Organization  | 45 minutes                     | 1 <sup>st</sup> day, as early as possible   |   |
| Surveyor Planning Initial  | 30-60 minutes                  | 1 <sup>st</sup> day, as early as possible   |   |
| Individual Tracer  | 60-120 minutes                 | Individual Tracer activity occurs throughout the survey; the number of individuals who surveyors trace varies by organization   |   |
| Lunch  | 30 minutes                     | At a time negotiated with the organization  |   |
| Issue Resolution   | 30 minutes                     | End of each day except last; can be scheduled at other times as necessary   |   |
| Team Meeting/Surveyor Planning   | 30 minutes                     | Mid-day and/or end of each day except last  |   |
| Daily Briefing   | 30-45 minutes                  | Start of each survey day except the first day; can be scheduled at other times as necessary   |   |
| Competence Assessment and Credentialing & Privileging  | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |
| Environment of Care and Emergency Management   | 60-90 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |
| System Tracer – Data Management  | 60-90 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization. If this is the only system tracer taking place during survey, the topics of Infection Control and Medication Management will be covered in this discussion. |   |
| Leadership   | 60 minutes                     | Towards the middle or end of survey at a time negotiated with the organization  |   |
| Report Preparation   | 60-90 minutes                  | Last day of survey  |   |
| CEO Exit Briefing  | 15 minutes                     | Last day of survey  |   |
| Organization Exit Conference   | 30 minutes                     | Last day, final activity of survey  |   |
| <b>Note: The following activities may be incorporated into the survey agenda as noted under the Suggested Scheduling of Activity column.</b> |                                |   |   |
| Life Safety Code Building Assessment   | 60-90 minutes                  | Occurs on all Ambulatory Surgery Center deemed status surveys; occurs on surveys where four or more individuals are simultaneously rendered   |   |

**Ambulatory Care and Office-Based Surgery Accreditation  
Survey Activity List... continued**

| Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity  | Key Organization Participants (Refer to Survey Activity Guide for more info.) |
|--|--------------------------------|---|---|
|  |                                | incapable of self preservation  |   |
| System Tracer – Infection Control  | 60 minutes                     | After some individual tracer activity has occurred; topic may be covered during the Data Management system tracer depending on the length of survey |   |
| System Tracer – Medication Management  | 60 minutes                     | After some individual tracer activity has occurred; topic may be covered during the Data Management system tracer depending on the length of survey |   |
| <b>Bureau of Primary Health Care Surveys only</b> -- Governance Discussion                 | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |
| <b>Bureau of Primary Health Care Surveys only</b> – Clinical Leadership & Staff Discussion | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |

## Behavioral Health Care Accreditation Program Document List

As a Behavioral Health Care organization accredited under the Accreditation Manual for Behavioral Health Care, you will need the following information and documents available for the surveyor to review during the Preliminary Planning Session and Survey Planning Session which occurs on the first day of survey.

*Note: The 12-month reference in the following items is not applicable to initial surveys.*

- Organization Chart, if available
- Contact person who will assist the surveyor(s) during survey: name, phone or extension
- Map of your organization, if applicable/available
- List of all sites eligible for survey under the Behavioral Health Care Accreditation program
- List of services and programs provided at each site
- Performance Improvement data from past 12 months
- Infection related data from past 12 months
- Environment of Care data
- Environment of Care meeting minutes from past 12 months
- Lists of individuals being served and their diagnosis

**Please note** that this is not intended to be a comprehensive list of documentation that may be requested during the survey. The surveyor(s) may need to see additional documents throughout the survey to further explore or validate observations or discussions with staff.

## Behavioral Health Care Accreditation Survey Activity List

| Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity   | Key Organization Staff (Refer to Survey Activity Guide for more info.) |
|--|--------------------------------|--|--|
| Surveyor Arrival and Preliminary Planning  | 30 minutes                     | 1 <sup>st</sup> day, upon arrival  |  |
| Opening Conference   | 15 minutes                     | 1 <sup>st</sup> day, as early as possible  |  |
| Orientation to Organization  | 45 minutes                     | 1 <sup>st</sup> day, as early as possible  |  |
| Surveyor Planning Initial  | 30-60 minutes                  | 1 <sup>st</sup> day, as early as possible  |  |
| Individual Tracer  | 60-120 minutes                 | Individual Tracer activity occurs throughout the survey; the number of individuals served that surveyors trace varies by organization. If travel is required to perform tracer activity it will be planned into this time.                                 |  |
| Lunch  | 30 minutes                     | At a time negotiated with the organization   |  |
| Issue Resolution   | 30 minutes                     | End of each day except last; can be scheduled at other times as necessary  |  |
| Team Meeting/Surveyor Planning   | 30 minutes                     | Mid-day and/or end of each day except last   |  |
| Daily Briefing   | 30 minutes                     | Start of each survey day except the first day; can be scheduled at other times as necessary  |  |
| Competence Assessment  | 60 minutes                     | After some individual tracer activity has occurred   |  |
| Environment of Care and Emergency Management   | 60-90 minutes                  | After some individual tracer activity has occurred   |  |
| System Tracer – Data Management  | 60 minutes                     | After some individual tracer activity has occurred at a time negotiated with the organization. If this is the only system tracer taking place during survey, the topics of Infection Control and Medication Management will be covered in this discussion. |  |
| Leadership   | 60 minutes                     | Towards the middle or end of survey at time negotiated with organization   |  |
| Report Preparation   | 60-90 minutes                  | Last day of survey   |  |
| CEO Exit Briefing  | 15 minutes                     | Last day of survey   |  |
| Interim Exit   | 30 minutes                     | Last activity on last day of survey on surveys occurring simultaneously with other program surveys, e.g., hospital   |  |
| Organization Exit Conference   | 30 minutes                     | Last day, final activity of survey   |  |
| <b>Note: The following activities may be incorporated into the survey agenda as noted under the Suggested Scheduling of Activity column.</b> |                                |  |  |
| Life Safety Code Building Assessment   | 60 minutes                     | Only takes place on surveys when the behavioral health care organization is subject to compliance with the Life Safety Code standards. See the Accreditation Manual for  |  |

## Behavioral Health Care Accreditation Survey Activity List ...continued

| Activity Name                               | Suggested Duration of Activity | Suggested Scheduling of Activity   | Key Organization Staff (Refer to Survey Activity Guide for more info.) |
|---|--------------------------------|--|--|
|   |                                | Behavioral Health Care, Life Safety chapter Overview, Applicability of the Standards section. If required, occurs at a time negotiated with organization   |  |
| Foster Parents Group Meeting                | 60 minutes                     | <b>Only applicable to organizations providing Foster Care services;</b><br>At a time negotiated with the organization  |  |
| Foster/Therapeutic Foster Family Home Visit | 60-90 minutes                  | <b>Only applicable to organizations providing Foster Care services;</b><br>At a time negotiated with the organization  |  |
| System Tracer – Infection Control           | 60 minutes                     | After some individual tracer activity has occurred; topic may be covered during the Data Management system tracer depending on the length of survey  |  |
| System Tracer – Medication Management       | 60 minutes                     | Only occurs if the organization is responsible for any of the critical medication processes. Takes place after some individual tracer activity has occurred. Topic may be covered during the Data Management system tracer depending on the length of survey |  |

# Hospital Accreditation Program

## Critical Access Hospital Accreditation Program

### Document List

As a Hospital, you will need the following information and documents available for the surveyor to review during the Preliminary Planning Session and Surveyor Planning Session, which occurs on the first day of survey.

*Note: The 12-month reference in the following items is not applicable to initial surveys.*

- Performance Improvement Data from the past 12 months
- Documentation of performance improvement projects being conducted, including the reasons for conducting the projects and the measurable progress achieved (this can be documentation in governing body minutes or other minutes)
- Infection Control surveillance data from the past 12 months
- Analysis from a High Risk Process
- Environment of Care data including the Statement of Condition (SOC) from the last survey, as applicable
- Environment of Care, Plans for Improvement – access to an internet connection for surveyor acceptance
- Environment of Care Management Plans and annual evaluations
- Environment of Care multidisciplinary team meeting minutes for the 12 months prior to survey
- Emergency Operations Plan (EOP), Hazard Vulnerability Analysis, and Annual evaluation of the EOP
- Infection Control Plan
- An organization chart
- A map of the organization, if available
- List of all sites that are eligible for survey
- List of sites where deep or moderate sedation is in use
- List of departments/units/ areas/programs/services within the organization, if applicable
- List of patients that includes: name, location, age, diagnosis and length of stay, admit date, source of admission (e.g., ED, direct admit, transfer)
- Lists of scheduled surgeries and special procedures, e.g. cardiac catheterization, endoscopy lab, Electroconvulsive Therapy, Caesarian Sections, including location of procedure and time
- List of unapproved abbreviations
- Name of key contact person who can assist surveyors in planning tracer selection
- ORYX data
- Organ donation and procurement conversion rates (Hospital)
- Medical Record Delinquency data
- Organization marketing materials
- Medical Staff Bylaws and Rules and Regulations
- The organization's signed and dated agreement with the QIO
- In the absence of an agreement with a QIO, the organization's Utilization Review plan
- Patient flow documentation: Dashboards and other reports reviewed by hospital leadership; documentation of any patient flow projects being conducted (including reasons for conducting the projects); internal throughput data collected by emergency department, inpatient units, diagnostic services, and support services such as patient transport and housekeeping

The following documents may be requested if or when the survey team identifies an issue of concern related to the topic:

- List of all contracted services to include the nature and scope of services provided
- Agreement with outside blood supplier
- Written policy regarding the organization's grievance process
- Governing Body minutes to verify compliance with budget requirements
- Credentials files to verify appropriate clinical service leadership/oversight for Anesthesia, Respiratory or Emergency services
- Medical Executive Committee meeting minutes

**Please note** that this is not intended to be a comprehensive list of documentation that may be requested during the survey. Surveyors may need to see additional documents throughout the survey to further explore or validate observations or discussions with staff.

## Hospital & Critical Access Hospital Accreditation Survey Activity List

| Survey Activity Name   | Suggested Duration of Activity | Suggested Scheduling of Activity   | Organization Participants<br>(Refer to Survey Activity Guide for more info.) |
|--|--------------------------------|--|--|
| Surveyor Arrival and Preliminary Planning  | 30 – 60 minutes                | 1 <sup>st</sup> day, upon arrival  |  |
| Opening Conference and Orientation to the Organization   | 30 – 60 minutes                | 1 <sup>st</sup> day, as early as possible  |  |
| Surveyor Planning Initial  | 30-60 minutes                  | 1 <sup>st</sup> day, as early as possible  |  |
| Individual Tracer  | 60-120 minutes                 | Individual Tracer activity occurs each day throughout the survey; the number of individuals that surveyors trace varies by organization. If travel is required to perform tracer activity (e.g., to an outpatient setting), it will be planned into this time. |  |
| Lunch  | 30 minutes                     | At a time negotiated with the organization   |  |
| Issue Resolution   | 30 minutes                     | End of each day except last; can be scheduled at other times as necessary  |  |
| Team Meeting/Surveyor Planning   | 30 minutes                     | Mid-day and/or end of each day except first and last   |  |
| Daily Briefing   | 30-45 minutes                  | Start of each survey day except the first day; can be scheduled at other times as necessary  |  |
| Competence Assessment  | 30-60 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization   |  |
| Medical Staff Credentialing & Privileging  | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization   |  |
| Environment of Care  | 60-90 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization   |  |
| Emergency Management   | 60-90 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization   |  |
| System Tracer – Data Management  | 60 -90 minutes                 | After some individual tracer activity has occurred; at a time negotiated with the organization. If this is the only system tracer taking place during survey, the topics of Infection Control and Medication Management will be covered in this discussion.    |  |
| Leadership   | 60 minutes                     | Towards the middle or end of survey at a time negotiated with the organization   |  |
| Report Preparation   | 60-120 minutes                 | Last day of survey   |  |
| CEO Exit Briefing  | 15-30 minutes                  | Last day of survey   |  |
| Organization Exit Conference   | 30-45 minutes                  | Last day, final activity of survey   |  |
| <b>Note: The following activities may be incorporated into the survey agenda as noted under the Suggested Scheduling of Activity column.</b> |                                |  |  |
| System Tracer – Infection Control  | 60 minutes                     | Occurs on surveys greater than three days in duration. After some individual tracer activity has occurred; at a time negotiated with   |  |

## Hospital & Critical Access Hospital Accreditation Survey Activity List ...continued

| Survey Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity   | Organization Participants<br>(Refer to Survey Activity Guide for more info.) |
|---|--------------------------------|--|--|
|   |                                | the organization.  |  |
| System Tracer – Medication Management                                       | 60 minutes                     | Occurs on surveys greater than three days in duration. After some individual tracer activity has occurred; at a time negotiated with the organization. |  |
| Interim Exit – w/ early departing surveyors & Org.                          | 30 minutes                     | At the end of any day another program surveyor or Life Safety Code Specialist is departing from the survey in advance of the team                      |  |
| <b>Life Safety Code® Survey Activity</b>                                    |                                |  |  |
| Life Safety Code Specialist Arrival and Preliminary Planning Session        | 30 minutes                     | LSCS survey 1 <sup>st</sup> day, early   |  |
| Facility Orientation/ Maintenance Document Review                           | 60-90 minutes                  | At a time negotiated with the organization   |  |
| Life Safety Code® Building Assessment                                       | 2 - 5 hours per day            | At a time negotiated with the organization   |  |
| Lunch   | 30 minutes                     | At a time negotiated with the organization   |  |
| Facility Maintenance / Document Review (Critical Access Hospital ONLY)      | 60-90 minutes                  | At a time negotiated with the organization   |  |
| Environment of Care & Emergency Management (Critical Access Hospital ONLY)  | 60-90 minutes                  | At a time negotiated with the organization   |  |
| Facility Tracer / Issue resolution (Critical Access Hospital ONLY)          | 30 minutes                     | At a time negotiated with the organization   |  |
| Report Preparation  | 60 minutes                     | Towards the end of last day of survey  |  |
| Interim Exit  | 30 minutes                     | Last activity on last day of survey  |  |
| <b>California Hospital-- Unique Survey Activities</b>                       |                                |  |  |
| CDPH – System Tracer – Medical Staff Functions/Regulatory Review            | 60 minutes                     | At a time negotiated with the organization   |  |
| IMQ – System Tracer – Medical Staff Leadership                              | 60 minutes                     | At a time negotiated with the organization   |  |
| CDPH – System Tracer – Dietetic Service and Food Service Visit              | 60 minutes                     | At a time negotiated with the organization   |  |
| CDPH – System Tracer – Pharmaceutical Services and Clinical Unit Inspection | 60 minutes                     | At a time negotiated with the organization   |  |



## Laboratory Accreditation Program Document List

As a Laboratory, you will need the following information and documents available for the surveyor to review during the Surveyor Planning Session which occurs on the first day of survey:

*Note: The 24-month reference in the following items is not applicable to initial surveys, except for proficiency data. For initial surveys, a minimum of 4 months of data must be available for review.*

- Name of key contact person who can assist surveyors in planning tracer selections
- CLIA Certificates, Specialties and Subspecialties, State Licenses, and personnel licenses or certification if required by the state or the policy of the organization. (Needed for Regulatory Review)
- An organizational chart and map of the facility
- Ability to retrieve testing records for patients who have had laboratory tests or other services for the past 24 months
- Performance Improvement Data for the past 24 months
- Proficiency data by CLIA number for the past 24 months (required for initial and resurveys)
- Results of periodic laboratory environment inspections from the safety committee or safety officer and manifests for disposal of hazardous waste.
- A list of specialties and subspecialties performed by the laboratory, a list of tests performed (e.g. the test menu) and major instruments used by the laboratory service, including all other ancillary and point-of-care sites performing laboratory tests

**Please note** that this is not intended to be a comprehensive list of documentation that may be requested during the survey. Surveyors may need to see additional documents throughout the survey to further explore or validate observations or discussions with staff.

## Laboratory Accreditation Survey Activity List

| Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity   | Key Organization Participants<br>(Refer to Survey Activity Guide for more info.) |
|--|--------------------------------|--|--|
| Opening Conference   | 15 minutes                     | 1 <sup>st</sup> day, as early as possible  |  |
| Orientation to Organization  | 30-45 minutes                  | 1 <sup>st</sup> day, as early as possible  |  |
| Surveyor Planning Initial  | 30-45 minutes                  | 1 <sup>st</sup> day, as early as possible  |  |
| Tracer Activity  | 60-120 minutes                 | Tracer activity occurs throughout the survey; the amount of tracer activity varies by organization |  |
| Lunch  | 30 minutes                     | At a time negotiated with the organization   |  |
| Issue Resolution   | 30 minutes                     | End of each day except last; can be scheduled at other times as necessary                          |  |
| Team Meeting/Surveyor Planning                                     | 30 minutes                     | Mid-day and/or end of each day except last when more than one surveyor on site                     |  |
| Daily Briefing   | 15-30 minutes                  | Start of each survey day except the first day; can be scheduled at other times as necessary        |  |
| Competence Assessment  | 60 minutes                     | Topic is explored during Tracer Activity   |  |
| Proficiency Testing Validation/Performance Improvement Data Review | 90-120 minutes                 | 1 <sup>st</sup> day, must occur immediately after Regulatory Review                                |  |
| Regulatory Review  | 30 minutes                     | 1 <sup>st</sup> day; must occur before or just after Surveyor Planning Session                     |  |
| Report Preparation   | 60-90 minutes                  | Last day of survey   |  |
| CEO Exit Briefing  | 15 minutes                     | Last day of survey   |  |
| Organization Exit Conference                                       | 30 minutes                     | Last day, final activity of survey   |  |

## Long Term Care Accreditation Program

### Document List

As a Long Term Care organization, you will need the following information and documents available for the surveyor to review during the Preliminary Planning Session and Survey Planning Session, which occurs on the first day of survey.

*Note: The 12-month reference in the following items is not applicable to initial surveys.*

- Organization Chart
- Contact person who will assist the surveyors during survey: Name and phone extension
- Map of your organization, if available
- List of all sites eligible for survey
- List of LTC staff members -- interdisciplinary team members
- List of residents discharged in the last 48 hours
- List of services provided at each site
- Performance Improvement data from the past 12 months including your proactive risk assessment
- Most current Facility Quality Measure/Quality Indicator Report
- Infection Control Plan including risk assessment
- Environment of Care plans, annual reviews, and environmental hazard vulnerability analysis
- Resident level QM/QI Roster Report
- Resident treatment schedules

**Please note** that this is not intended to be a comprehensive list of documentation that may be requested during the survey. Surveyors may need to see additional documents throughout the survey to further explore or validate observations or discussions with staff.

## Long Term Care Accreditation Survey Activity List

| Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity  | Key Organization Participants<br>(Refer to Survey Activity Guide for more information) |
|--|--------------------------------|---|--|
| Surveyor Arrival and Preliminary Planning  | 30-60 minutes                  | 1 <sup>st</sup> day, upon arrival   |  |
| Opening Conference and Orientation to Organization   | 30-60 minutes                  | 1 <sup>st</sup> day, as early as possible   |  |
| Surveyor Planning Initial  | 30-60 minutes                  | 1 <sup>st</sup> day, as early as possible   |  |
| Individual Tracer  | 60-120 minutes                 | Individual tracer activity occurs each day throughout the survey; the number of individuals that surveyors trace varies by organization   |  |
| Lunch  | 30 minutes                     | At a time negotiated with the organization  |  |
| Issue Resolution   | 30 minutes                     | End of each day except last; can be scheduled at other times as necessary   |  |
| Surveyor Team Meeting/Planning Session   | 30 minutes                     | Mid-day and/or end of each day except last  |  |
| Daily Briefing   | 30-45 minutes                  | Start of each survey day except the first day; can be scheduled at other times as necessary   |  |
| Competence Assessment & Credentialing of Licensed Independent Practitioners  | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization  |  |
| Environment of Care and Emergency Management   | 60-90 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization  |  |
| Life Safety Code Building Assessment   | 60-90 minutes                  | At a time negotiated with the organization  |  |
| System Tracer – Data Management  | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization. If this is the only system tracer taking place during survey, the topics of Infection Control and Medication Management will be covered in this discussion. |  |
| Leadership   | 60 minutes                     | Towards the middle or end of survey at a time negotiated with the organization  |  |
| Report Preparation   | 60-90 minutes                  | Last day of survey  |  |
| CEO Exit Briefing  | 15 minutes                     | Last day of survey  |  |
| Organization Exit Conference   | 30 minutes                     | Last day, final activity of survey  |  |
| <b>Note: The following activities may be incorporated into the survey agenda as noted under the Suggested Scheduling of Activity column.</b> |                                |   |  |
| System Tracer – Infection Control  |                                | Occurs on surveys greater than three days in duration. After some individual tracer activity has occurred   |  |
| System Tracer – Medication Management  |                                | Only occurs if the organization is responsible for any of the critical medication processes and the survey is greater than three days in duration. After some individual tracer activity has occurred   |  |

## Long Term Care Medicare/Medicaid Certification-Based Accreditation Survey Activity List

| Activity Name   | Suggested Duration of Activity | Suggested Scheduling of Activity  | Key Organization Participants (Refer to Survey Activity Guide for more information) |
|---|--------------------------------|---|---|
| Surveyor Arrival and Preliminary Planning                                   | 60 minutes                     | On arrival  |   |
| Opening Conference & Orientation to Organization                            | 60 minutes                     | On arrival  |   |
| Surveyor Planning initial   | 30 minutes                     | After opening conference  |   |
| Individual Tracer   | 60-120 minutes                 | After initial planning; Individual tracer activity occurs each day throughout the survey; the number of individuals that surveyors trace varies by organization |   |
| Environment of Care and Emergency Management                                | 45-60 minutes                  | At a time negotiated with the organization  |   |
| Lunch   | 30 minutes                     | At a time negotiated with the organization  |   |
| Issue Resolution  | 15-30 minutes                  | End of each day except last; can be scheduled at other times as necessary; occurs as needed   |   |
| Surveyor Team Meeting/Planning Session                                      | 15-30 minutes                  | Mid-day and/or end of each day except last; occurs as needed  |   |
| Daily Briefing  | 30-45 minutes                  | Only occurs on multi-day surveys; Start of each survey day except the first day; can be scheduled at other times as necessary                                   |   |
| System Tracer – Data Management   | 45-60 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |
| Competence Assessment & Credentialing of Licensed Independent Practitioners | 45-60 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |
| Leadership  | 60 minutes                     | Only occurs on multi-day surveys; towards the middle or end of survey at a time negotiated with the organization  |   |
| Report Preparation  | 60-90 minutes                  | Last day of survey  |   |
| CEO Exit Briefing and Organization Exit Conference                          | 30 minutes                     | Final activity of survey  |   |

## Home Care Accreditation Program Document List

As a Home Health, Hospice, Pharmacy and or Home Medical Equipment/DMEPOS organization, you will need the following information and documents available for the surveyor to review during the Preliminary Planning Session and Surveyor Planning Session, which occurs on the first day of survey.

*Note: The 12-month reference in the following items is not applicable to initial surveys.*

- Performance Improvement / Measurement Summary Reports, 12 months of data
- Infection Control Summary Reports, 12 months of data
- Infection Control Plan
- Emergency Management Plan and annual evaluation (annual evaluation may not be applicable for the initial survey)
- Name and phone number of key contact person who can assist surveyors in patient visits or observation of service delivery
- A copy of your organizational chart, and a list of personnel and their roles (including contract staff)
- List of all sites, branches and services if applicable
- List of scheduled home visits for the duration of the survey including type of service, disciplines, diagnosis, date of admission, and location (Home Health, Personal Care and Support Services, Pharmacy, Home Medical Equipment/DMEPOS, Hospice)
- List of scheduled deliveries, mail orders or planned walk in business for the days of survey and from specific points in time as delineated by the surveyor. (Home Medical Equipment/DMEPOS, Pharmacy)
- Lists should include the type of Medication/Therapy, Durable Medical Equipment, Prosthetics or Orthotics being supplied/delivered. Supplier's date of first encounter/ admission, and address IF delivery is part of the service

### **For Hospice Inpatient facility based care sites:**

- Plans for Improvement from last survey

**Please note** that this is not intended to be a comprehensive list of documentation that may be requested during the survey. Surveyors may need to see additional documents throughout the survey to further explore or validate observations or discussions with staff.

## Home Care Accreditation Survey Activity List

| Activity Name  | Suggested Duration of Activity | Suggested Scheduling of Activity  | Organization Participants (Refer to the Survey Activity Guide for more information) |
|--|--------------------------------|---|---|
| Surveyor Arrival and Preliminary Planning  | 30 - 60 minutes                | 1 <sup>st</sup> day, upon arrival   |   |
| Opening Conference   | 30 - 60 minutes                | 1 <sup>st</sup> day, as early as possible; may be combined with the Orientation to Organization on surveys of shorter duration  |   |
| Orientation to Organization  | 45 minutes                     | 1 <sup>st</sup> day, as early as possible; may be combined with the Opening Conference on surveys of shorter duration   |   |
| Surveyor Planning Initial  | 30-60 minutes                  | 1 <sup>st</sup> day, as early as possible   |   |
| Individual Tracer  | 90 -120 minutes                | Individual Tracer activity occurs throughout the survey; the number of individuals that surveyors trace varies by organization. Travel to perform tracer activity (e.g., patient home visits) will be planned into this time.                               |   |
| Lunch  | 30 minutes                     | At a time negotiated with the organization  |   |
| Issue Resolution   | 30 minutes                     | End of each day except last; can be scheduled at other times as necessary   |   |
| Team Meeting/Surveyor Planning   | 30 minutes                     | Mid-day and/or end of each day except last  |   |
| Daily Briefing   | 15 -30 minutes                 | Start of each survey day except the first day; can be scheduled at other times as necessary   |   |
| Competence Assessment  | 30-60 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization or in conjunction with Leadership session  |   |
| Environment of Care and Emergency Management   | 45-90 minutes                  | After some individual tracer activity has occurred; at a time negotiated with the organization  |   |
| System Tracer – Data Management  | 60 minutes                     | After some individual tracer activity has occurred; at a time negotiated with the organization. If this is the only system tracer taking place during survey, the topics of Infection Control and Medication Management will be covered in this discussion. |   |
| Leadership   | 60 minutes                     | Towards the middle or end of survey at a time negotiated with the organization  |   |
| Report Preparation   | 90 -120 minutes                | Last day of survey  |   |
| CEO Exit Briefing  | 15-30 minutes                  | Last day of survey  |   |
| Interim Exit   | 30 minutes                     | Last activity on last day of survey on surveys occurring simultaneously with other program surveys, e.g., hospital  |   |
| Organization Exit Conference   | 30-45 minutes                  | Last day, final activity of survey  |   |
| <b>Note: The following activities may be incorporated into the survey agenda as noted under the Suggested Scheduling of Activity column.</b> |                                |   |   |
| System Tracer – Infection Control  | 30-60 minutes                  | After some individual tracer activity has occurred; topic may be covered during the Data Management system tracer depending on the length of survey   |   |

## Home Care Accreditation Survey Activity List ...continued

| Activity Name                         | Suggested Duration of Activity | Suggested Scheduling of Activity  | Organization Participants<br>(Refer to the Survey Activity Guide for more information) |
|---------------------------------------|--------------------------------|---|--|
| System Tracer – Medication Management | 30-60 minutes                  | After some individual tracer activity has occurred; topic may be covered during the Data Management system tracer depending on the length of survey |  |
| Life Safety Code Building Assessment  | 45-60 minutes                  | <b>Only occurs on Facility-Based Hospice surveys;</b> at time negotiated with organization  |  |
| Regulatory Review                     | 45-60 minutes                  | <b>Only occurs on DMEPOS surveys;</b> At time negotiated with organization  |  |



## **Surveyor Arrival**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include organization staff and leaders as identified in the Pre-survey Planning process.

### **Logistical Needs**

Identify a location where surveyors can wait for organization staff to greet them and a location where surveyors can consider as their “base” throughout the survey.

### **Overview**

Surveyors arrive at approximately 7:45-7:50 a.m. unless business hours, as provided in the application, indicate that your organization opens at a later time. Surveyors will check in at the front desk, identifying themselves as Joint Commission surveyors.

### **Surveyor Arrival Activities**

- Implement your Readiness Guide as discussed in the Preparing For Surveyor Arrival section
- Notify key organization members as identified in the pre-survey planning session of the surveyor's arrival
- Validate that the survey is legitimate by accessing your Joint Commission extranet site. A staff member in your organization with a login and password to your Joint Commission extranet website will follow through with this by:
  - Accessing the Joint Commission's website at [www.jointcommission.org](http://www.jointcommission.org)
  - Click on “the Joint Commission Connect” logo
  - Enter a login and password
  - If you cannot access the extranet site to validate the survey or surveyors, call your Account Executive
- Your organization's extranet site contains the following information (posted by 7:30 a.m. on the morning of your survey):
  - An introductory letter signed by the Executive Vice President of Accreditation and Certification Operations, or designee, authorizing surveyor presence for a survey
  - Surveyor name(s) and biographical information
  - Scheduled survey dates
  - Priority Focus Process information
- If you do not have a current copy of your organization's Priority Focus Areas (PFAs) and Clinical Service Groups (CSGs), download them from your organization's extranet site. If your organization's survey is complex (surveyed under more than one accreditation manual), download this information for each program.
- If you have not already downloaded a copy of your survey agenda, do so at this time.
- Begin gathering and present documents as identified in the Document List applicable to your program(s). Surveyors will start reviewing this information immediately.

## **Surveyor Preliminary Planning Session**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include the staff responsible for coordinating needs for The Joint Commission survey and others as needed and identified by surveyors.

### **Logistical Needs**

The suggested duration of this session is approximately 30 to 60 minutes. Surveyors need a workspace they can use as their “base” for the duration of the survey. This area should have a desk or table, telephone, **internet access**, and access to an electrical outlet, if possible. Provide the surveyors with the name and phone number of a key contact person who will assist them in planning for the survey and their tracer selection.

### **Objectives**

Surveyors will:

- Review organization documents to become acquainted with your organization
- Plan for tracer activity

### **Overview**

After surveyors have arrived and their identification has been verified, surveyors immediately begin planning for tracer activity by reviewing the documents you provide them (refer to the program-specific Document Lists on the preceding pages). They begin discussing the focus of the survey with the other surveyors (when applicable). If documents are not available for surveyors to review during this session, they will proceed to areas where care, treatment, or services are provided and begin individual tracer activity.

For **complex organizations** being surveyed under more than one accreditation manual or for more than one service under one accreditation manual), surveyors review information from all accredited programs. It is important to have documents available at this session for each program being surveyed.

**Opening Conference**

**Joint Commission Participants**

Surveyors

**Organization Participants**

Suggested participants include members of the governing body and senior leadership (representing all accredited programs/services). Attendees should be able to address leadership's responsibilities for planning, resource allocation, management, oversight, performance improvement, and support in carrying out your organization's mission and strategic objectives. Other attendees may include at least one member of the governing body or organization trustee and leaders of the medical staff, when applicable.

**For Office-Based Surgery organizations:** It is very helpful if physicians can be present for this session.

**Logistical Needs**

The duration of this session is approximately 15 minutes. Immediately following this session is the Orientation to Your Organization. If possible, designate a room or space that will hold all participants and will allow for an interactive discussion. Inform surveyors at this time of any agenda considerations that may impact the activities for the day.

**Objectives**

Surveyors will:

- Describe the structure of the survey
- Answer questions your organization has about the survey

**Overview**

Surveyors introduce themselves and describe each component of the survey agenda. Surveyors describe the Priority Focus Process and describe the System Tracers they will conduct. Questions about the survey, the survey schedule of activities, or other related topics should be raised at this time.

**Long Term Care:** Surveyors explain the resident-centered approach to the survey process and the need to interview residents privately.

## Orientation to Your Organization

### Joint Commission Participants

Surveyors

### Organization Participants

Suggested participants include the same participants as the Opening Conference. Suggested participants include members of the governing body and senior leadership (representing all accredited programs/services). Attendees should be able to address leadership's responsibilities for planning, resource allocation, management, oversight, performance improvement, and support in carrying out your organization's mission and strategic objectives. Other attendees may include at least one member of the governing body or organization trustee and leaders of the medical staff, when applicable.

**For Office-Based Surgery organizations:** It is very helpful if physicians can be present for at least some portion of this session.

### Logistical Needs

The suggested duration of this session is approximately 30-60 minutes. **Do not prepare a formal presentation.** This session is an interactive discussion, and it is usually combined with the Opening Conference.

### Objective

Surveyors will learn about your organization through an interactive dialogue to help focus subsequent survey activities.

### Overview

During this session surveyors become acquainted with your organization. They begin to learn how your organization is governed and operated, what leadership perceives to be your organization's top Priority Focus Areas and Clinical Service Groups, and explore your organization's performance improvement process.

Governance and operations-related topics for discussion include:

- Organization's mission, vision, goals, and strategic initiatives
- Organization structure
- Operational management structure
- Information management, especially the format and maintenance of medical records
- Contracted services and performance monitoring
- Health care errors reduction and/or patient/resident/individual served safety initiatives
- National Patient Safety Goals
- Community involvement
- Leader's role in emergency management planning
- **Ambulatory Care, Home Care, Hospital:** Cleaning, disinfection and sterilization
- **Long Term Care:** Initiatives for resident centered care, if any
- **Hospital:** Patient flow, specifically, inpatient admission sources, volume and types of patients seen in the emergency department, how ED throughput is monitored, managing care of patients presenting with conditions outside the scope of services (e.g., mental health, trauma), patient boarding
- **Hospital:** Organ procurement and donation including conversion rates
- **Laboratory:** Test utilization and process for addition/deletion of tests

Priority Focus Area (PFA) and Clinical/Service Groups (CSGs) discussion topics include your:

- Leader's idea of what your organization's top PFAs and the CSGs
- Organization's processes at the PFA level

- Leader's approach to completing the Focused Standards Assessment (FSA) Tool (formerly the Periodic Performance Review (PPR)) and methods used to address areas needing improvement (resurveys only)
- Management and leadership's oversight and other responsibilities

Senior Leadership Role in Improving Performance discussion topics may include:

- How leaders set expectations, plan, assess, and measure initiatives to improve the quality of services
- Organization approach to safety, including selection of Proactive Risk Assessment topics, resulting improvements, and Board/Governance involvement in safety issues
- Provision of personnel and resources including time, information systems, data management, and staff training

Note: Surveyors will request examples of performance improvement initiatives including evidence that performance was achieved and sustained.

**Long Term Care Medicare/Medicaid Certification Option** discussion topics include:

- Long Term Care based physicians (for example the Medical Director)
- MDS Quality Measure Reports, Facility MDS Quality Indicator Profile, or Quality Measure Reports
- Most recent CMS state certification report, i.e., CMS form 2567

## **Initial Surveyor Planning Session**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Joint Commission Coordinator (at the request of surveyors)

### **Logistical Needs**

The suggested duration of this session is approximately 30 to 60 minutes.

### **Objectives**

Surveyors will:

- Review organization documents to become acquainted with your organization
- Plan for tracer activities

### **Overview**

This is a continuation of the Preliminary Planning Session. Surveyors begin by selecting individuals served/patients/residents for tracers by using the Priority Focus Areas and Clinical/Service Groups. They also continue reviewing the materials listed in the Surveyor Preliminary Planning Session. For **complex organizations** (being surveyed under more than one accreditation manual or for more than one service under one accreditation manual), surveyors review materials relative to all accredited programs.

## **Individual Tracer Activity**

### **Joint Commission Participants**

One surveyor per individual tracer

### **Organization Participants**

Suggested participants include staff and management involved in the individual's care, treatment, and services.

### **Logistical Needs**

The suggested duration of individual tracer activity varies but typically is 60-120 minutes. Care is taken by surveyors to assure confidentiality and privacy and they will seek the help and guidance of staff in this effort. Surveyors may use multiple individual served/patient/resident records of care, treatment or services during an individual tracer. The purpose of using the record is to guide the review, following the care, treatment, or services provided by the organization to the individual served/patient/resident.

A surveyor may arrive in a setting/unit/program/service and need to wait for staff to become available. If this happens, the surveyor may use this time to evaluate environment of care issues or observe the care, treatment, or services being rendered.

If there are multiple surveyors conducting the survey, they will make every effort to avoid visiting areas at the same time and will try to minimize multiple visits to the same location. However, an individual tracer does follow where the individual served/patient/resident received services.

### **Objective**

The surveyor will evaluate your organization's compliance with standards as they relate to the care and services provided to individuals served/patients/residents.

### **Overview**

The majority of survey activity occurs during individual tracers. The term "individual tracer" denotes the survey method used to evaluate your organization's compliance with standards related to the care, treatment, and services provided to an individual served/patient/resident. Most of this survey activity occurs at the point where care, treatment, or services are provided.

Initially, the selection of individual tracer candidates is based on your organization's top Priority Focus Areas and Clinical Service Groups identified through the Priority Focus Process. As the survey progresses, the surveyors may select individuals served/patients/residents with more complex situations, which are identified through the system tracers, and whose care crosses programs. For Laboratory surveys, additional tracers may be selected through review of proficiency testing and quality control data.

The individual tracer begins in the setting/unit/program/service/location where the individual served/patient/resident and his/her record of care are located. The surveyor starts the tracer by reviewing a record of care with the staff person responsible for the individual's care, treatment, or services. The surveyor then begins the tracer by:

- Following the course of care, treatment, or services provided to the individual served/patient/resident from preadmission through post discharge
- Assessing the interrelationships between disciplines, departments, programs, services, or units (where applicable), and the important functions in the care, treatment or services provided
- Identifying issues that will lead to further exploration in the system tracers or other survey activities such as Environment of Care and Leadership Sessions

During the individual tracer, the surveyor observes the following (includes but is not limited to):

- Care, treatment or services being provided to individuals served/patients/residents by clinicians, including physicians
- The medication process (e.g., preparation, dispensing, administration, storage, control of medications)
- Infection control issues (e.g., techniques for hand hygiene, sterilization of equipment, disinfection, food sanitation, and housekeeping)
- The process for planning care, treatment or services
- The environment as it relates to the safety of individuals served/patients/residents and staff
- LAB: Quality control, maintenance and testing performance

During the individual tracer, the surveyor interviews staff about:

- Processes as they relate to the standards and PFAs
- Intradepartmental and interdepartmental communication for the coordination of care, treatment or services. (e.g., hand offs)
- The use of data
- Individual served/patient/resident flow through the organization
- National Patient Safety Goals
- Individual served/patient/resident education
- Orientation, education, and competency of staff
- Other issues

During the individual tracer, the surveyor may speak with available licensed independent practitioners about:

- Organization processes that support or may be a barrier to individual served/patient/resident care, treatment and services
- Communications and coordination with other licensed independent practitioners (hospitalists, consulting physicians, primary care practitioners)
- Discharge planning, or other transitions-related resources and processes available through the organization
- Awareness of roles and responsibilities related to the Environment of Care, including prevention of, and response to incidents and reporting of events that occurred

During the individual tracer, the surveyor interviews individuals served/patients/residents and their families about:

- Coordination and timeliness of services provided
- Education, including discharge instructions
- Response time when call bell is initiated or alarms ring, as warranted by care, treatment or services
- Perception of care, treatment or services
- Staff observance of hand-washing and verifying their identity
- Understanding of instructions (e.g., diet or movement restrictions, medications, discharge and provider follow-up), as applicable
- Rights of individuals served/patients/residents
- Other issues

**Home Medical Equipment only:** The surveyor requests the manufacturer, model, and serial numbers for all medical equipment provided by your organization.

**Home Medical Equipment Mail Order:** The surveyor traces mail order clients/patients in the same manner. They will utilize telephone support in lieu of patient home visits.

**Home Medical Equipment Walk-in Business:** The surveyor traces the client/patient services when they arrive at your organization. Due to the unscheduled nature of this business, survey activity is interrupted to accommodate tracers for walk-in clients/patients.



## Using individual tracers for continuous evaluation

Many organizations find tracer activity helpful in the continuous evaluation of their services. If you choose to conduct mock tracers, in addition to clinical service groups (CSGs), consider the following criteria in selecting the individual served/patient/resident.

### Selection Criteria

- Individuals served/patients/residents related to system tracers such as infection control and medication management
- Individuals served/patients/residents who move between programs/services (e.g. individuals served/patients/residents scheduled for a follow-up in ambulatory care, home care patients received from the hospital, long term care residents transferred from the hospital, individuals served receiving behavioral health care and ambulatory health care services, individuals served moving from behavioral health care residential program to a day program, patients referred to another specialty provider within the same organization, patients who received radiology or laboratory services, assisted living residents receiving home care services)
- Individuals served/patients/residents recently admitted
- Individuals served/patients/residents due for discharge or recently discharged
- Individuals served/patients/residents who cover multiple additional criteria listed below

### Ambulatory Health Care and Office Based Surgery: Surgery/Anesthesia Services

- Operative and other procedures
- IV/Infusion therapy
- Blood/blood component administration
- Alternative complementary care
- Care for a terminal condition
- Pediatric or less than 18 year old care
- Geriatric care
- Pain Management

### Medical/Dental Services:

- Maternal/child care
- Pediatric or less than 18 year old care
- Geriatric care
- Terminal condition
- Equipment maintenance

### Bureau of Primary Health Care:

Care provided to:

- School-based health center patients
- Homeless patients
- Migrant and seasonal farm workers
- Individuals in public housing
- Individuals with HIV/AIDS

### Other Services:

- Pain Management (uncontrolled pain)
- High risk areas
- Equipment Maintenance
- Cleaning, disinfection and sterilization
- Point of Care Testing (CLIA Waived Testing)

**Behavioral Health Care:**

Care provided through programs and services to:

- High risk populations (restraint use, seclusion, suicidal)
- Vulnerable populations (very young, very old, reclusive, persons with intellectual or developmental disabilities)
- Long length of stay populations (perhaps more complicated)

**Home Care**

Care provided to:

- A patient who is on a high-risk medication or piece of equipment
- A patient receiving ventilator care
- A pediatric patient or a patient < 18 years old
- A patient receiving Maternal/Child care
- A patient receiving IV/Infusion therapy
- A patient receiving blood/blood component administration
- A patient undergoing acute care re-hospitalizations
- A patient receiving personal care and support services
- A patient receiving alternative complementary care
- A patient receiving oxygen therapy
- A patient in a terminal condition

**Hospice Services:**

- A patient receiving facility-based care within the past 12 months
- A patient receiving continuous care/respite care
- A patient to whom infusion therapy is being administered
- A pediatric patient or a patient <18 years old
- A patient receiving alternative complementary care
- A patient undergoing pain management

**Home Medical Equipment:**

Patients who use:

- Custom adult wheelchairs (usually fixed frame requiring assessment and fitting)
- Custom pediatric wheelchairs (usually fixed frame requiring assessment and fitting)
- Custom seating systems associated with the provision of wheelchairs
- Custom power wheelchairs (including power stretchers, etc)
- Standard adult and pediatric power wheelchairs (custom and non-custom)
- Custom adult and pediatric ambulatory aids (prone standers, circular walkers, etc)
- A customer receiving multiple types of equipment
- A customer receiving clinical respiratory services
- A customer receiving rehab technology services
- A patient receiving customized orthotics or prosthetics
- A patient using respiratory equipment
- A patient using durable medical equipment
- A patient using specialized equipment with supplies

**Pharmacy:**

Care provided to patients on high-risk medication

**Hospitals and Critical Access Hospitals:**

- A patient in the intensive care units (MICU, SICU, CVCU, etc.)
- A patient who entered the health care system through the emergency department
- A patient in labor and delivery services (including patients scheduled for C-section)
- A patient who receives sedation and anesthesia (includes hand-off communication)
- A patient on a skilled nursing unit and/or subacute care
- A patient who is a 23-hour admit
- A patient receiving dialysis
- A psychiatric patient
- A pediatric patient
- A patient receiving radiology or nuclear medicine services
- A patient receiving rehabilitation services
- A patient who is a possible organ donor or transplant recipient
- A patient receiving waived lab services
- A deceased patient or terminal patient
- A patient discharged (or retrospective review and interview of recently discharged patient)

**Laboratory**

- Patient sample testing in laboratory sections (i.e., hematology, chemistry, microbiology, blood bank)
- Policy and procedures that guide testing performance of patient samples
- Maintenance of laboratory equipment
- Pre- and Post- analytical procedures

**Long Term Care**

- Resident receiving health services coordination (i.e., medication management, skin integrity, complex medical services)
- Resident not receiving health services coordination
- Resident with limited mobility
- Resident who smokes
- Resident from a special population (dementia, children/young adults, neurologic ITBI, developmentally disabled)
- Resident receiving supervised assistance with one or more Activities of Daily Living
- Organization's quality indicators from MDS, if available

**Medicare/Medicaid Certification Option:**

- Pain management
- Home goals
- End of life care
- Point of care testing/CLIA waived testing
- Rehabilitation therapy

## Program Specific Tracer – Continuity of Care

### Joint Commission Participants

Surveyor

### Organization Participants

Suggested participants include staff involved in an individual's care, treatment, or services.

### Logistical Needs

This focused tracer occurs during time designated for Individual Tracer Activity.

### Objectives

The surveyor will:

- Evaluate the effectiveness of your organization's processes from prescribing a diagnostic study through the follow-up of the patient
- Identify processes and system level issues contributing to missed follow-up of diagnostic studies

### Overview

Organizations providing medical services, by design, have patients who often receive care from multiple clinicians. A frequently cited concern by care providers is missing an abnormal test result and failing to coordinate necessary follow-up. The surveyor conducts an in-depth evaluation of the communication, coordination, and continuity of care for a patient receiving laboratory or diagnostic studies.

The surveyor reviews the clinical record and may interview the patient, family, and other health care staff involved in the patient's care.

**Applicable Programs**

BHC

[24 hour care settings only;  
Addictions, Children & Youth,  
Residential Treatment, Group  
homes, Developmental Disabilities,  
Foster /Therapeutic Foster Care,  
Mental Health]

**Program Specific Tracer – Elopement****Joint Commission Participants**

Surveyor

**Organization Participants**

Suggested participants include staff and management who have been involved in the care, treatment, or services of the individual served

**Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

**Objectives**

The surveyor will:

- Evaluate the effectiveness of the organization's processes to prevent elopement therefore enhancing safety
- Identify process and system level issues contributing to successful elopements

**Overview**

The surveyor selects an individual served who eloped multiple times. The surveyor begins by reviewing the case/clinical record for the events leading up to the elopement of the individual served. The surveyor evaluates your organization's physical environment and security systems.

The surveyor interviews staff about the elopement and the processes that are in place to prevent elopement and ensure the safety of individuals served.

The surveyor also interviews the individual served, if available, and family, if applicable about:

- Their perception of the services provided, the episode of elopement, the causation and treatment, and use of restraints
- Elopement prevention activities for which they are aware
- Guidance provided from staff to prevent escalation in the future

## **Program Specific Tracer – Continuity of Foster/Therapeutic Foster Care**

### **Joint Commission Participants**

Surveyor

### **Organization Participants**

Suggested participants include the case manager, individual served, and foster parents/family members

### **Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

### **Objectives**

The surveyor will:

- Evaluate the effectiveness of the foster care agency's processes surrounding number of foster home placements
- Identify processes and system level issues contributing to multiple placements

### **Overview**

A problem in Foster Care may be the issue of multiple foster home placements of a single individual served. This leads to disconnects in the continuity of care, a sense of alienation and isolation, and potential for the foster care agency/organization missing serious problems with the individual served.

The surveyor selects an individual served with multiple foster homes within the foster care agency being surveyed. The surveyor conducts a home visit at the current foster home and interviews the individual served about their experience with foster care homes; their perception of issues that led to multiple placements; and their involvement in the process including communications from their case worker.

The surveyor also interviews foster parents/caregivers, when possible, about the placement process and how they were assessed for fostering.

The surveyor interviews the case manager about:

- the assessment process
- content and use of information communicated from a state or county agency
- process and content of basic assessment to ensure the safety of the individual served and foster family when emergency placement is made
- compliance with the triage process for initial placement
- the use of guiding criteria for appropriate placement
- ongoing evaluation of the foster family

## Program Specific Tracer – Violence

### Joint Commission Participants

Surveyor

### Organization Participants

Suggested participants include staff and management involved in the care, treatment, or services of the individual served.

### Logistical Needs

This focused tracer occurs during time designated for Individual Tracer Activity

### Objectives

The surveyor will:

- Evaluate the effectiveness of your organization's processes to control violence and ensure the safety of others
- Identify process and system level issues contributing to violent behavior

### Overview

The surveyor selects an individual served who had a history of violent behavior with or without injury to self, staff, or others. The surveyor begins the tracer by reviewing the clinical record to identify the documentation of events leading up to the violence. The surveyor also evaluates the following:

- The physical environment that could make violent behavior possible
- Measures taken by your organization to ensure security for individuals served
- Security systems such as security cameras and alarm mechanisms, when present

The surveyor interviews the individual served and family about the following:

- Their perception of the episodes of violent behavior and use of restraints
- Violent behavior prevention activities
- Guidance provided from staff to prevent further violent behavior

The surveyor interviews staff about the following issues:

- The episodes of violent behavior
- Communication to other caregivers
- Inclusion of the individual served and family in identifying the risk for and prevention of violent behavior
- The risk assessment process
- Restraint use
- Orientation and training of staff about violent behavior risks and de-escalation techniques

**Program Specific Tracer - Suicide Prevention****Joint Commission Participants**

Surveyor

**Organization Participants**

Staff and management who have been involved in the care, treatment, or services of the individual served

**Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

**Objectives**

The surveyor will:

- Evaluate the effectiveness of your organization's suicide prevention strategy
- Identify processes and system level issues contributing to suicide attempts

**Overview**

Suicide ranks as the 11<sup>th</sup> most frequent cause of death (third most frequent in young people) in the United States, with one person dying from suicide every 16.6 minutes. Suicide of a care recipient while in a staffed, round-the-clock care setting has been the #1 most frequently reported sentinel event to the Joint Commission. Identification of individuals at risk for suicide while under the care of, or following discharge from a behavioral health care organization or a hospital psychiatric inpatient setting, is an important first step in protecting and planning the care of these at-risk individuals.

The surveyor begins by reviewing the record of the patient/individual served to attain an understanding of services provided and individual served/patient specific issues. The surveyor interviews the clinical staff working with the individual served/patient about the following issues:

- Crisis process
- Initial assessment process
- Reassessment process
- Planning of care, treatment or services
- Continuum of care, treatment or services
- Education provided to the individual served/patient and family
- Orientation, training, and competency of clinicians
- Staffing
- Information management



## **Program Specific Tracer - Laboratory Integration**

### **Joint Commission Participants**

Surveyor

### **Organization Participants**

Suggested participants include laboratory and other hospital staff

### **Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

### **Objectives**

The surveyor will:

- Evaluate the consistent application of processes related to laboratory testing throughout the hospital
- Evaluate the exchange of information (specimen collection and handling, specimen identification) and integration of the laboratory processes in the hospital setting
- Evaluate the involvement of laboratory personnel in important processes within the hospital, such as point of care testing

### **Overview**

The surveyor traces the processes and flow of communication between the laboratory and hospital units, beginning with the order for testing, and moving through physician/licensed independent practitioners actions based on testing results.

This tracer does not address laboratory functioning, quality control, proficiency testing, or technical competence. It does address the communication and integration between the hospital and the laboratory. The surveyor will review collected data and seek to understand actions taken by leaders.

## Program Specific Tracer – Patient Flow

### Joint Commission Participants

Surveyor

### Organization Participants

Staff involved in patient care, treatment, or services throughout the hospital and leaders responsible for the planning, development and oversight of related systems, as available

### Logistical Needs

This focused tracer occurs during time designated for Individual Tracer Activity

### Objectives

The surveyor will:

- Look for organization awareness and improvements in patient flow
- Evaluate process issues throughout the hospital contributing to patient flow concerns

### Overview

Growing concerns from the health care field about increasing patient congestion continue. Poorly managed patient flow most often impacts vulnerable areas in the hospital first, such as the emergency department, critical care units and surgical areas; but these are not always the causative factors and answers lie throughout the hospital. Treatment delays, medical errors and generally, unsafe practices thrive in the presence of patient congestion; these are precursors to and contributing factors in negative sentinel events. Many hospitals have improved their flow of patients through due diligence. Joint Commission accredited hospitals are required to identify and correct patient flow issues throughout their organization. While evidence of patient flow issues surface in the emergency department, post anesthesia care unit or other patient care units, corrective improvements must be organization-wide.

Surveyors may trace patients who were affected by patient flow issues, (e.g., bed availability delays, lengthy boarding experiences, transport or transfer delays, delays in performing tests and receiving test results, availability of providers), during their hospitalization that may or may not have impacted their care, treatment or services. Surveyors seek information at different locations throughout the hospital about unit-specific and hospital-wide processes that support unrestricted patient flow.

Discussions with leaders occur to learn more about the data that is being collected and monitored related to patient flow. Surveyors will want to learn about leaders sharing accountability with the medical staff for patient flow situations, and the actions being taken throughout the organization to mitigate the impact of patient flow issues. Surveyors will have these discussions with leaders per the planned agenda encounters; however, if a department leader or manager is available during the tracer the surveyor will speak with them at that time.

## **Program Specific Tracer – Staffing**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

The surveyor will suggest participants. This may include CNAs, as applicable; agency staff; non-nursing ancillary staff; administrator; family council members, if available (may be telephonic); and other leaders

### **Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity. Documents that are requested include staffing plans, staff variance reports, and meeting minutes.

### **Objectives**

The surveyor will:

- Evaluate actions taken by your organization during staff turnover to ensure positive outcomes to resident care
- Identify processes and possibly system issues contributing to negative resident outcomes in light of staff or administrative turnover

### **Overview**

The focus of this session is to identify breeches in continuity of care and explore operational processes in the presence of staff or administrative turnover.

The surveyor conducts individual interviews with staff that includes the following discussions:

- Processes pertaining to the care of residents to prevent negative outcomes
- Barriers to those processes
- Staff's knowledge of the residents for which they are assigned
- Perception of issues leading to turnover
- Staff communication
- Recruitment and hiring practices
- Orientation and training
- Changes in policy, procedure, vision, expectations

The surveyor also conducts interviews with residents and/or their family members (family interviews can be conducted telephonically) to ask questions about:

- The care received and the perceived barriers to that care
- Communication regarding administrative and staff turnover
- Changes in the provision of care when there is administrative or staff turnover

The surveyor conducts individual interviews with leadership (for example, governing body member, administrator, director of nursing, etc.) to discuss their knowledge regarding:

- MDS outcomes
- Association of negative outcomes with staff issues
- Follow-up actions taken
- Monitoring of actions taken
- Communication of changes in mission, vision, process, etc.
- Methods used to stabilize or prevent turnover

## Program Specific Tracer – Resident Centered Care

### Joint Commission Participants

Surveyor

### Organization Participants

Suggested participants include the resident, family, resident council, and staff and leaders involved in the resident's care, treatment, or services

### Logistical Needs

This focused tracer occurs during time designated for Individual Tracer Activity

### Objectives

The surveyor will:

- Learn how your organization supports the long term care resident's quality of life through direct and indirect observation and interviews
- Evaluate the implementation of resident rights by tracing and experiencing what the resident experiences
- Identify long term care processes and system issues contributing to a lack of resident centered care

### Overview

The focus of this session is primarily on resident rights. The surveyor shadows a resident through their normal daily activities (includes bathing, treatments, rehab, beautician/barber, lunch, etc.). While shadowing a resident, the surveyor will need some private time with the resident to discuss:

- Their cultural background
- Beliefs about health and health care
- Spiritual preferences
- Self rating of their level of independence in the facility
- Expectations for health care
- Interests and hobbies
- Need for companionship from another human being
- Choices relative to care and treatment decisions, types of food, eating time preferences
- The atmosphere of your organization

**Note:** When observing personal care activities (such as bathing), the surveyor is sensitive to the resident's right to privacy.

**Program Specific Tracer – Equipment & Supply Management****Joint Commission Participants**

Surveyor

**Organization Participants**

Suggested participants include staff from various areas such as drivers, technicians, and warehouse employees.

**Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

**Objectives**

The surveyor will:

- Learn how your organization processes equipment and supplies from initial receipt through decommissioning
- Evaluate the implementation effectiveness for specific pieces of equipment
- Identify processes and system issues contributing to failed equipment/supply management

**Overview**

During this tracer the surveyor focuses on high risk equipment identified from individual tracers. They evaluate all aspects of procurement, inventory, cleaning, maintenance, and decommissioning. The surveyor spends time walking through the sites responsible for the equipment management plan to evaluate the following:

- Safe environment and processes
- Staff education about the equipment/supplies
- Storage
- Obtaining physician orders
- Selection of the most suitable equipment/supplies to meet the patient's needs
- Preparation for delivery
- Delivery and set-up
- Tracking equipment location
- Patient education about the care and use of equipment/supplies
- Preventive maintenance
- Equipment failure management, including back-up
- Recall of equipment – monitoring, back-up equipment process
- Equipment return - cleaning and inspection processes
- Equipment repair
- Obsolete inventory
- Incident management

The surveyor interviews staff about:

- Any of the above processes
- Orientation, training and competency evaluation processes

## **Program Specific Tracer – Fall Reduction**

### **Joint Commission Participants**

Surveyor

### **Organization Participants**

Suggested participants include staff and management who have been involved in the individual's care, treatment, or services

### **Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

### **Objectives**

The surveyor will:

- Learn how your organization evaluates the patient's risk for falls
- Evaluate the action taken to reduce the risk of falling
- Understand your organization's plan for reducing the risk of injury, should a fall occur
- Identify processes and system issues contributing to a high re-hospitalization rate

### **Overview**

During this tracer, the surveyor begins where the patient's home care record is located.

The surveyor interviews the direct care provider about the following issues:

- Entry into care
- Risk assessment process for falls
- Identification of in-home environment
- Care planning process
- Coordination of care and communication process to internal and external customers
- Fall reduction education to the patient and caregiver

The surveyor conducts a home visit and interviews the patient and/or the caregiver about:

- Possible unsafe environmental issues that could lead to a fall
- Relevancy of the patient's medication to potential for falls
- Knowledge level about their fall risk status and preventative techniques to remain safe in the home

## **Program Specific Tracer – Hospital Readmission**

### **Joint Commission Participants**

Surveyor

### **Organization Participants**

Suggested participants include staff and management involved in the individual's care, treatment, or services.

### **Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity

### **Objectives**

The surveyor will:

- Evaluate the action taken to reduce the hospital readmission rate
- Evaluate the accuracy of medication lists and education
- Identify processes and system issues contributing to a high re-hospitalization rate

### **Overview**

This tracer is conducted when the home health organization has a significantly higher percentage of patients who had to be admitted to the hospital or need urgent, unplanned medical care.

The surveyor begins this tracer where the home care record is maintained.

The surveyor interviews the case manager or direct care provider about the following issues:

- Entry into care
- Assessment of the patient
- Care planning process
- Coordination of care provided between patient and nonpatient care providers
- Education provided to the patient

The surveyor conducts a home visit and interviews the patient/caregiver about the following issues:

- Conditions leading to re-hospitalization
- Review medication
- The patients understanding about their medical condition and treatment.
- Educational materials received from your organization

## **Special Issue Resolution**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

None, unless otherwise requested by the survey team

### **Logistical Needs**

For surveys lasting more than one day, 30 minutes is scheduled toward the end of each day except the last.

Surveyors will inform your organization's contact person of what documentation, if any, is needed and any staff who they would like to speak with or locations they want to visit.

### **Overview**

Surveyors explore issues that surfaced during the course of the survey that could not be resolved.

Depending on the circumstances, this may include:

- The review of policies and procedures
- The review of additional patient/resident/individual served records to validate findings
- Discussions with staff, if necessary
- Review of personnel and credentials files
- Review of data, such as performance improvement results
- Review of medical record delinquency data (applicable only to hospitals)
- Other issues requiring more discussion



## **Team Meeting/Surveyor Planning**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

None

### **Logistical Needs**

The suggested duration for this session is 30 minutes.

### **Overview**

Surveyors use this session to debrief on the day's findings and observations and plan for upcoming survey activities.

Before leaving the organization, surveyors will return organization documents to the survey coordinator / liaison. If surveyors have not returned documentation, your organization is encouraged to ask surveyors for the documents prior to their leaving.

## **Daily Briefing**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include representative(s) from governance, CEO/Administrator or Executive Director, individual coordinating the Joint Commission survey, and other staff at the discretion of organization leaders

### **Logistical Needs**

The suggested duration for this session is approximately 15 to 30 minutes and occurs every morning of a multi-day survey, with the exception of the first day. Surveyors may ask to hold a daily briefing before concluding activity on the first day, depending on circumstances. If a surveyor cannot participate in this session because they are surveying at a remote location, you may be asked for assistance with setting up a conference call to include all surveyors and appropriate staff.

### **Objective**

The surveyor will summarize the events of the previous day and communicate observations according to the Priority Focus Areas that may or may not lead to findings.

### **Overview**

The surveyors briefly summarize the survey activities completed the previous day. During this session the surveyors make general comments regarding significant issues from the previous day, note potential non-compliance, and emphasize performance patterns or trends of concern that could lead to findings of non-compliance. The surveyors will allow you the opportunity to provide information that they may have missed or that they requested during the previous survey day. You may also present surveyors with information related to corrective actions being implemented for any issues of non-compliance. Surveyors will still record the observations and findings, but will include a statement that corrective actions were implemented by the organization during the on site survey.

Your organization should seek clarification from the surveyors about anything that you do not understand. Note that the surveyors may decide to address your concerns during a Special Issue Resolution Session, later in the day. It is important for you to seek clarification if you do not understand anything that the surveyors discuss.

## Competence Assessment Process

### Applicability Exception

Competency assessment is a component of the tracer activity for the Laboratory accreditation program, due to the specificity of the assessment to the particular laboratory section. For Ambulatory, Long Term Care, and Home Care accreditation programs, this session also addresses the credentialing and privileging processes for licensed independent practitioners, when applicable, or in the case of behavioral health care, the assignment of clinical responsibilities, when applicable.

### Joint Commission Participants

Surveyor

### Organization Participants

Suggested participants include staff responsible for the human resources processes; orientation and education of staff; assessing staff competency; assessing licensed independent practitioner and other credentialed practitioner competency. There should be someone with authority to access information contained in personal and credential files. For **complex organizations** (being surveyed under more than one accreditation manual or for more than one service under one accreditation manual), representatives from each applicable accreditation program or service should be available.

### Logistical Needs

The suggested duration for this session is 30-60 minutes. In order to plan for a file review, inform the surveyors of your process for maintaining competency records. The review of files is not the primary focus of this session; however, the surveyor verifies process-related information through documentation in personnel or credential files. The surveyor identifies specific staff, licensed independent practitioners, or other credentialed practitioners whose files they would like to review. For Long Term Care Medicare/Medicaid certification-based (LT2) surveys, files for review include those of the Medical Director and any individuals practicing outside the scope of their specialty.

### Objectives

The surveyor will:

- Learn about your organization's competence assessment process for staff, licensed independent practitioners, and other credentialed practitioners
- Learn about your organization's orientation, education, and training processes as they relate to staff, licensed independent practitioners, and other credentialed practitioners encountered during individual tracers

### Overview

The surveyor discusses the following topics:

- Internal processes for determining compliance with policies and procedures, applicable law and regulation, and Joint Commission standards
- Methods used to determine staffing adequacy, frequency of measurement, and what has been done with the results
- Performance improvement initiatives related to competency assessment for staff, licensed independent practitioners, and other credentialed practitioners
- Orientation of staff, licensed independent practitioners, and other credentialed practitioners to your organization, job responsibilities, and/or clinical responsibilities
- Experience, education, and abilities assessment
- Ongoing education and training
- Competency assessment, maintenance, and improvement
- Competency assessment process for contracted staff, as applicable
- Process for granting of privileges to licensed independent practitioners (AHC, LTC, OBS, OME)
- Process for assigning clinical responsibilities (BHC only)
- Other topics and issues discovered during the tracer activity

## Environment of Care and Emergency Management Session

### Joint Commission Participants

Surveyor

### Organization Participants

Suggested participants include individuals familiar with the management of the environment of care and emergency management in all major areas within your organization. This may include the safety management coordinator, security management coordinator, facility manager, building utility systems manager, and the person responsible for emergency management.

### Objective

The surveyor will assess your organization's degree of compliance with relevant standards and identify vulnerabilities and strengths in your organization's environment of care management and emergency management processes.

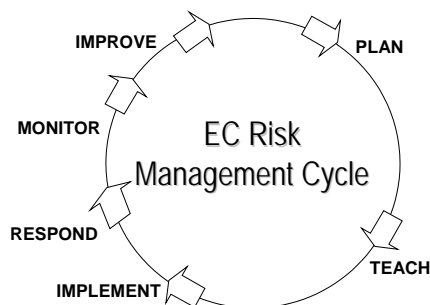
### Overview

The duration of this session is approximately 45-90 minutes depending on the type of organization, services provided and facilities, and will consist of two parts: Environment of Care / Emergency Management discussion and Environment of Care tracer. In preparation for this session, the surveyor evaluates the Environment of Care management plans, any Environment of Care multidisciplinary team meeting minutes for the previous 12 months on re-surveys, and the annual evaluation of the environment of care management plans from the previous year on re-surveys.

During the first part, there is a group discussion that takes approximately 70% of this session. Surveyors are not the primary speakers during this time; they are listeners to the discussion, it is not intended to be an interview. The surveyors review the Environment of Care risk categories as indicated in the matrix below, and safety data analysis and actions taken by your organization.

The remaining time is spent as the surveyor observes and evaluates your organization's performance in managing a particular risk or management process in the environment of care. The management process or risk selected for observation is based on the environment of care documents previously reviewed, observation by other surveyors, and knowledge gained during the group discussion of this session.

**Environment of Care Discussion and Emergency Management (Approximately 70% of session time)** – Be prepared to discuss how the various Environment of Care risk categories<sup>1</sup> and construction activities, when applicable, are addressed in each of the following six management processes.



<sup>1</sup> The environment of care risk categories include: general safety and security, hazardous materials and waste, fire safety, medical/laboratory equipment, and utilities (see matrix on the next page for applicability of risk categories to each accreditation program).

**Plan**

- What specific risks related to its environment of care have been identified by your organization?

**Teach**

- How have roles/responsibilities for staff/volunteers been communicated by your organization.

**Implement**

- What procedures and controls (both human and physical components) does your organization implement to minimize the impact of risk to patients, visitors, and staff?

**Respond**

- What procedures does your organization implement to respond to an environment of care incident/failure?
- How, when, and to whom are environment of care problems, incidents, and/or failures reported within your organization.

**Monitor**

- How is environment of care performance (both human activities and physical components) monitored by your organization
- What monitoring activities have taken place within the last 12 months (on re-surveys)?

**Improve**

- What environment of care issues are currently being analyzed?
- What actions have been taken as a result of monitoring activities?

**The following matrix is provided to assist in determining patterns of management process or risk category areas of concern and strengths.**

|           | SAFETY and SECURITY <sup>2</sup> | HAZMAT <sup>2</sup> | EMG. MGT <sup>2</sup> | FIRE <sup>2</sup> | MED/LAB. EQ. <sup>1</sup> | UTILITIES | CONSTRUCTION <sup>2</sup> |
|-----------|----------------------------------|---------------------|-----------------------|-------------------|---------------------------|-----------|---------------------------|
| PLAN      |                                  |                     |                       |                   |                           |           |                           |
| TEACH     |                                  |                     |                       |                   |                           |           |                           |
| IMPLEMENT |                                  |                     |                       |                   |                           |           |                           |
| RESPOND   |                                  |                     |                       |                   |                           |           |                           |
| MONITOR   |                                  |                     |                       |                   |                           |           |                           |
| IMPROVE   |                                  |                     |                       |                   |                           |           |                           |

*Note: 1 = Not applicable to Behavioral Health Care*

*2 = Not applicable to Long Term Care Medicare/Medicaid Certification-Based Option Surveys*

**If your organization wants to conduct a mock Environment of Care Session:**

1. Identify a high risk process or category
2. Determine the location for that risk or category in your plans, e.g. safety, security etc.
3. Trace the risk or category through the phases in the first column: planning, teaching, implementing, responding, monitoring and improving
4. Note any gaps between what exists and what should be in place
5. Modify the process, as needed

Be prepared to discuss your organization's performance addressing the emergency management requirements including performance in:

- Conducting the required proactive risk assessment (Hazard Vulnerability Analysis)
- Identifying your role in relation to the community's, county's, or region's emergency management program
- Identifying processes for the timely sharing of information with other health care organizations that provide services within the contiguous geographic area (*for hospitals and long term care organizations only*)
- Identifying an "all hazards" command structure that links with the community's command structure and
- Making any necessary improvements to its emergency management based on critiques of emergency management drills

### **Environment of Care Tracer (Approximately 30% of session time)**

The surveyor observes and evaluates your organization's performance in managing the selected Environment of Care risk. They observe implementation of those particular management processes determined to be potentially vulnerable or trace a particular risk(s) in one or more of the environment of care risk categories your organization manages by:

- Beginning where the risk is encountered or first occurs. (i.e., a starting point might be where a particular safety or security incident occurs, a particular piece of medical equipment is used, or a particular hazardous material enters your organization)
- Having staff describe or demonstrate their roles and responsibilities for minimizing the risk, what they are to do if a problem or incident occurs, and how to report the problem or incident
- Assessing any physical controls for minimizing the risk (i.e., equipment, alarms, building features)
- Assessing the emergency management plan for mitigation, preparedness, response, and recovery strategies, actions and responsibilities for each priority emergency
- Assess the emergency plan for responding to utility system disruptions or failures (e.g., alternative source of utilities, notifying staff, how and when to perform emergency clinical interventions when utility systems fail, and obtaining repair services)
- If equipment, alarms, or building features are present for controlling the particular risk, reviewing implementation of relevant inspection, testing, or maintenance procedures
- If others in your organization have a role in responding to the particular problem or incident, having them describe or demonstrate that role, and reviewing the condition of any equipment they use in responding

If the risk moves around in your organization's facility (i.e., a hazardous material or waste), the surveyor follows the risk from "cradle to grave."

## Environment of Care

### Joint Commission Participants

Surveyor

### Organization Participants

At a minimum, representation should include safety, security management coordinator, facility manager, building utility systems manager, responsible person for medical/laboratory maintenance, Environment of Care team or safety committee leader, and organizational leadership.

### Objective

The surveyor will assess your organization's degree of compliance with relevant standards and identify vulnerabilities and strengths in your organization's environment of care management processes.

### Overview

The suggested duration of this session is approximately 60-90 minutes and will consist of two parts: Environment of Care discussion and Environment of Care tracer. In preparation for this session, the surveyor evaluates the Environment of Care management plans, any Environment of Care multidisciplinary team meeting minutes for the previous 12 months, and the annual evaluation of the environment of care management plans from the previous year.

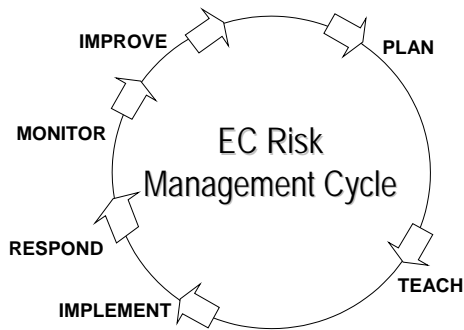
During the first part, there is a group discussion that takes approximately 50% of this session. Surveyors are not the primary speakers during this time; they are listeners to the discussion, it is not intended to be an interview. The surveyors review the Environment of Care risk categories as indicated in the matrix below, and safety data analysis and actions taken by your organization.

The remaining time is spent as the surveyor observes and evaluates your organization's performance in managing a particular risk or management process in the environment of care. The management process or risk selected for observation is based on the environment of care documents previously reviewed, observation by other surveyors, and knowledge gained during the group discussion of this session.

**Environment of Care Discussion (Approximately 70% of session time)** – Be prepared to discuss how the various Environment of Care risk categories<sup>2</sup> and construction activities are addressed in each of the following six management processes.

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<sup>2</sup> The environment of care risk categories include: general safety and security, hazardous materials and waste, fire safety, medical/laboratory equipment, and utilities (see matrix on the next page for applicability of risk categories to each accreditation program).



### **Plan**

- What specific risks related to its environment of care have been identified by your organization?

### **Teach**

- How have roles/responsibilities for staff/volunteers been communicated by your organization (HR).

### **Implement**

- What procedures and controls (both human and physical components) does your organization implement to minimize the impact of risk to individuals served/patients/residents, visitors, and staff?

### **Respond**

- What procedures does your organization implement to respond to an environment of care incident/failure?
- How, when, and to whom are environment of care problems, incidents, and/or failures reported within your organization.

### **Monitor**

- How is environment of care performance (both human activities and physical components) monitored by your organization
- What monitoring activities have taken place within the last 12 months?

### **Improve**

- What environment of care issues are currently being analyzed?
- What actions have been taken as a result of monitoring activities?

### **Environment of Care Tracer (Approximately 30% of session time)**

The surveyor will select an Environment of Care risk category to trace based on the Environment of Care session discussion, individual tracer activity observations, or high risk areas based on your type of organization and the services you provide.

The surveyor observes and evaluates your organization's performance in managing the selected Environment of Care risk. He or she observes implementation of those particular management processes determined to be potentially vulnerable or trace a particular risk(s) in one or more of the environment of care risk categories your organization manages by:

- Beginning where the risk is encountered or first occurs. (i.e., a starting point might be where a particular safety or security incident occurs, a particular piece of medical equipment is used, or a particular hazardous material enters your organization).
- Having staff describe or demonstrate their roles and responsibilities for minimizing the risk, what they are to do if a problem or incident occurs, and how to report the problem or incident.
- Assessing any physical controls for minimizing the risk (i.e., equipment, alarms, building features).
- Assessing the emergency management plan for mitigation, preparedness, response, and recovery strategies, actions and responsibilities for each priority emergency
- Assess the emergency plan for responding to utility system disruptions or failures (e.g., alternative source of utilities, notifying staff, how and when to perform emergency clinical interventions when utility systems fail, and obtaining repair services)



- If equipment, alarms, or building features are present for controlling the particular risk, reviewing implementation of relevant inspection, testing, or maintenance procedures.
- If others in your organization have a role in responding to the particular problem or incident, having them describe or demonstrate that role, and reviewing the condition of any equipment they use in responding.

If the risk moves around in your organization's facility (i.e., a hazardous material or waste), the surveyor follows the risk from "cradle to grave."

## **Emergency Management**

### **Joint Commission Participants**

Surveyor (or Life Safety Code Specialist)

### **Organization Participants**

Suggested participants include individuals familiar with emergency management within your organization. This may include the emergency management coordinator, safety management coordinator, security management coordinator, facility manager, building utility systems manager, nursing administration, infection control staff, and organizational leadership including representation from the Medical Staff.

### **Logistics**

The suggested duration of the Emergency Management session is approximately 60-90 minutes. In preparation for this session, the surveyor evaluates the Hazard Vulnerability Analysis, the Emergency Operation Plan, annual evaluation of the Emergency Operation Plan from the previous year, and Emergency Management (EM) drills and after action reports

### **Objective**

The surveyor will assess your organization's degree of compliance with relevant standards and identify vulnerabilities and strengths in your organization's emergency management processes structure, operations, and planning activities.

### **Overview**

The surveyor initiates discussion around the four emergency management categories: mitigation, planning, response, and recovery.

Discussion topics include:

- Your organization's involvement with your community and its relationship with other health care organizations
- Inventory of the assets it has on-site, that would be needed during an emergency.
- Capabilities and response efforts when the organization cannot be supported by the local community for at least 96 hours.
- Planning performance for the six critical functions:
  - Communication (including backup communications capabilities)
  - Resources and assets
  - Safety and Security
  - Staff responsibilities (including orientation/ competency/training of staff)
  - Utilities management
  - Patient and clinical support activities
- Your organization's processes for the disaster privileging of licensed independent practitioners and verification of other practitioners who are required to have licensure, certification or registration
- Recent improvements to the Emergency Operations Plan or any lessons learned from your emergency management exercises.

Potential for survey team to follow-up on emergency management related issues during Individual Tracers, System Tracers, Leadership session, and other activities as needed.

**Applicable Programs**  
AHC, BHC (24 hour care settings only), CAH, HAP, LTC, OBS, OME

## **Life Safety Code® Building Assessment**

### **Applicability**

This activity does not apply to Medicare/Medicaid Long Term Care Option surveys and does not apply to Ambulatory or Behavioral Health Care organizations designated as business occupancies. For the Home Care accreditation program, this activity only applies to certain facility-based hospice settings (see the Life Safety chapter Overview for more information).

### **Joint Commission Participants**

Surveyor (or Life Safety Code Specialist for Critical Access Hospitals and Hospitals)

### **Organization Participants**

Suggested participants include the individual who manages your organization's facility(ies) and other staff at the discretion of your organization.

### **Logistical Needs**

This session occurs after the electronic Statement of Conditions (eSOC) has been reviewed and electronic Plan for Improvement (PFI) has been reviewed and electronically accepted by the surveyor. The surveyor will need a ladder and flashlight for this activity and the escort needs to have keys or tools necessary to open locked rooms, closets or compartments in order to allow the surveyor access to and observation of space above the ceilings.

In preparation for this session, the surveyor meets with an organization staff member to become oriented to the layout of the building (including arrangement of smoke compartments, location of any suites, age of building additions, areas with sprinklers, areas under construction, and any equivalencies granted by the Joint Commission). This activity is greatly facilitated if the organization has plans and drawings available that display the building fire safety features. The surveyor will also review your organization's processes for Interim Life Safety Measures (ILSMs).

### **Objectives**

The surveyor will:

- Evaluate the effectiveness of processes for maintaining fire safety equipment and fire safety building features
- Evaluate the effectiveness of processes for identifying and resolving *Life Safety Code*® problems
- Evaluate the effectiveness of processes for activities developed and implemented to protect occupants during periods when a building does not meet the applicable provisions of the *Life Safety Code*® or during periods of construction
- Evaluate the effectiveness of processes for maintaining and testing any emergency power systems
- Evaluate the effectiveness of processes for maintaining and testing any medical gas and vacuum systems
- Determine the degree of compliance with relevant *Life Safety Code*® requirements
- Educate attendees on potential actions to take to address any identified *Life Safety Code*® problems

### **Facility Orientation**

1. Review your organization's Statement of Conditions and any PFIs approved by Survey Team
2. Meet with appropriate organizational staff to become oriented to the:
  - Layout of the building (including arrangement of smoke compartments, location of any suites, age of building additions, areas with automatic sprinklers, areas under construction, and any equivalencies granted by the Joint Commission)
  - Organization processes for Interim Life Safety Measures (ILSMs)

## Overview of Building Tour

Surveyors will:

- Assess hazardous areas, such as soiled linen rooms, trash collection rooms, and oxygen storage rooms
- Assess required fire separations
- Assess required smoke separations (at least two)
- Conduct an "above the ceiling" survey at each location identified above by observing the space above the ceiling to identify:
  - penetrations of smoke, fire or corridor walls
  - smoke or fire walls that are not continuous from slab-to-slab and outside wall to outside wall
  - penetrations or discontinuities of rated enclosures including hazardous areas, stairwells, chutes, shafts, and floor or roof slabs
  - corridor walls that are not slab-to-slab or do not terminate at a monolithic ceiling (if the building is fully sprinklered and the ceiling is smoke tight, the walls may terminate at the ceiling line)
  - the presence or absence of required smoke detectors or fire dampers
  - the presence or absence of required fire proofing on structural members such as columns, beams, and trusses
- Verify that fire exits per building and verify that they are continuous from the highest level they serve to the outside of the building
- Assess any kitchen grease producing cooking devices
- Assess the bottoms of any laundry and trash chutes
- Assess the **main** fire alarm panel (if any)
- Assess the condition of all emergency power systems and equipment
  - For Hospitals and Critical Access Hospitals:** Verify that there is a reliable emergency power system that supplies electricity when normal electricity is interrupted to the following areas: exit route illumination, emergency/urgent care areas, areas where electrically powered life-support equipment is used, operating rooms, and postoperative recover rooms
- Assess any medical gas and vacuum system components including master signal panels, area alarms, automatic pressure switches, shutoff valves, flexible connectors, and outlets

**Facility Maintenance Review (for Hospitals and Critical Access Hospitals):** The Life Safety Code Specialist will conduct a document review of inspection, testing and maintenance records for fire safety equipment and fire safety building features identified in the Environment of Care chapter.

### Documentation of Findings

If a LSC deficiency is not noted in a previously approved Plan for Improvement (PFI), it will be recorded as a finding in the Summary of Survey Findings Report. Any "below-the-ceiling" LSC deficiencies identified by other survey team members that are not noted in a Plan for Improvement (PFI) are documented as a finding in the Summary of Survey Findings Report.

## **System Tracer – Data Management**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants vary depending on the focus of the tracer. Surveyors inform your organization who should participate in this session.

### **Logistical Needs**

The suggested duration for this activity is 30-90 minutes depending on the number of days surveyors spend onsite and the size and complexity of your organization. A room that can accommodate both organization and Joint Commission participants is needed.

### **Objective**

Surveyors will learn about how your organization is using data to evaluate the safety and quality of care being provided to individuals served/patients/residents. They will also seek to understand, as well as, assess your organization's performance improvement processes including the management and use of data.

### **Overview**

During the Surveyor Planning Session, surveyors review your organization's data. Surveyors will review your organization's data and performance improvement projects during planning activity in preparation to discuss the following topics:

- Planning for data use including how your organization identifies and prioritizes measurement and performance improvement projects
- Data collection methodology to ensure that all data is collected as planned, and that it is accurate and reliable
- Data aggregation and analysis and the processes for turning it into useful information
- Data use in your organization – be prepared with examples of how it is used on an ongoing basis, how it is used in periodic performance monitoring and project based activities

Data-related topics that will be discussed during this session include:

- Infection Control
- Medication Management
- National Patient Safety Goal data
- Contracted services performance monitoring
- Organization directed data collection
- Proactive risk assessment, when applicable
- Regulated data collection, e.g., OASIS, MDS, other federal or state reporting, etc.
- Incident/error reporting
- Staffing issues
- Hospital only:
  - Core Measures
  - Patient flow
  - Readmission rates

## **System Tracer – Infection Control**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include the infection control coordinator for each program being surveyed; physician member of the infection control team; clinicians from the laboratory; clinicians knowledgeable about the selection of medications available for use and pharmacokinetic monitoring, as applicable; facility or facilities staff; organization leadership; and staff involved in the direct provision of care, treatment, or services.

### **Logistical Needs**

The duration of this session is approximately 30-60 minutes. The surveyor may need a quiet area for brief interactive discussion with staff who oversee the infection control process. The remaining session is spent where the care, treatment, or services are provided.

### **Objectives**

The surveyor will:

- Learn about the planning, implementation, and evaluation of your organization's infection control program
- Identify who is responsible for day-to-day implementation of the infection control program
- Evaluate your organization's process for the infection control plan development, outcome of the annual infection control evaluation process, and oversight of opportunities for improvement
- Understand the processes used by your organization to reduce infection

### **Overview**

The infection control session begins during one of the individual tracers where the surveyor identifies a individual served/patient/resident with an infectious disease. This session is conducted in two parts. During the first part, surveyors meet with staff from all programs being surveyed to discuss your organization's infection control program. During the remaining time, surveyors spend their time where care, treatment, or services are provided.

Topics of discussion include:

- How individuals with infections are identified
- Laboratory testing and confirmation process, if applicable
- Staff orientation and training activities
- Current and past surveillance activity
- Analysis of infection control data
- Reporting of infection control data
- Prevention and control activities (for example, staff training, staff and licensed independent practitioner vaccinations and other health-related requirements, housekeeping procedures, organization-wide hand hygiene, food sanitation, and the storage, cleaning, disinfection, sterilization and/or disposal of supplies and equipment)
- Staff exposure
- Physical facility changes that can impact infection control
- Actions taken as a result of surveillance and outcomes of those actions

Note: These topics are covered by surveyors during other activities on surveys that do not have a specific system tracer related to infection control.

## **System Tracer – Medication Management**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include clinical and support staff responsible for medication processes.

### **Logistical Needs**

The suggested duration of this session is approximately 30-60 minutes. A room is needed to accommodate organization and Joint Commission surveyor participation.

### **Objectives**

The surveyor will:

- Learn about your organization's medication management processes
- Evaluate the continuity of medication management from procurement of medications through monitoring, if applicable
- Evaluate the medication reconciliation process during "hand-offs" from one level of care to another, if medication is prescribed

### **Overview**

The surveyor targets a individual served/patient/resident receiving a specific medication. The review begins with the individual's record of care then follows the medication throughout the system.

For **complex organizations** being surveyed under more than one accreditation manual or for more than one service under one accreditation manual), the surveyor selects an individual served/patient/resident who is receiving a high-risk medication, who moves between or who has the potential of moving between programs/services. If a program is not involved in the selected medication, then a surveyor from each program will trace a high risk medication through their program.

### **Other discussion issues include:**

- Process for reporting errors, system breakdowns, near misses, or overrides
- Data collection, analysis, systems evaluation, and performance improvement initiatives
- Medications brought into an organization by the patient/resident/individual served
- Education of staff and individual served/ patient/resident
- Information management systems related to medication management
- Individual served/ patient/resident involvement in medication management

Note: These topics are covered by surveyors during other activities on surveys that do not have a specific system tracer related to medication management.

**Applicable Programs**

BHC

[Foster / Therapeutic Foster Care only]

**Foster Family Home Visits**

**Joint Commission Participants**

Surveyor

**Organization Participants**

Suggested participants include the case manager, foster parent or family, and individual served

**Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity. The suggested duration for this activity is approximately 90 minutes. Time will be spent in the agency, traveling, and in the foster family home. To help with planning for this session, identify the foster parents/family scheduled for a visit that a Joint Commission surveyor can observe. This provides the surveyor with an opportunity to interview the individual served and the family about the foster care program. You will need to obtain written permission for the home visit from the foster parent/family. This signed permission form should be kept by your organization.

**Objectives**

The surveyor will:

- Assess the interaction among the foster parents/family, the individual served, and the case worker
- Assess the environmental safety issues in the home

**Overview**

**Prior to the home visit**, the surveyor asks the Case Manager for an overview of the services and care required by and provided to the individual served. This overview includes the following:

- History of the individual served
- The medical and emotional assessments of the individual served
- The case plan
- Special needs of the individual served
- The plan for coordination with other service providers
- Permanency goal for the individual served (children/youth only)
- The Case Manager's understanding of organization policies, procedures, job responsibilities and performance improvement

**During the home visit**, the surveyor observes the home environment for:

**Staff/individual served/foster family interaction including:**

- Safety, security, and confidentiality
- Communication in a language the individual served/foster family can understand
- Encouragement by the case manager for the individual served/foster family to verbalize and ask questions
- Respect for the privacy of the individual served and foster family
- Respect for their culture/religious beliefs

**Care, including:**

- Provision of a nurturing care environment
- Recognition of (and provision for) the assessed special needs of the individual served
- Opportunities for the individual served to interact with siblings and other members of the family of origin, if indicated in the case plan(children/youth only)
- Participation of the individual served/foster family in case planning, permanency planning (children/youth only) and planning for independent living (when appropriate)



**Environmental safety issues including:**

- Life safety issues such as smoke detectors in or near the sleeping room of the individual served and a large window or other means of secondary egress from the sleeping room
- Safe storage, handling, and dispensing of medications in the home
- Sanitary living conditions

Depending on the level of maturity of the individual served, and their condition, and personal wishes, the surveyor interviews him or her (without the foster parents present) to discover the opinions about his or her placement, agency support, protection of his or her individual rights, involvement in case plan decisions, and permanency planning (for children/youth only). The surveyor interviews the individual served in the presence of the case manager or other agency staff, or may talk privately with him or her as long as they stay in visual contact with the foster parents and the case manager. This casual talk may include the following topics:

- His or her involvement in case planning, permanency planning (for children/youth only), and preparation for independent living (if appropriate)
- Steps taken to meet any “special needs” that may have been identified during assessment
- How the his or her unique cultural/ethnic/religious needs (if any) are addressed
- How the foster parents handle the situation if he or she doesn’t obey the house rules”
- His or her understanding of their rights to safety and privacy (to learn how these issues are addressed by your organization and the foster family)
- His or her contacts with organization staff and the support services received

The surveyor inquires about the information the foster parents/family received from your organization in the following areas:

- The special physical, emotional, and social needs of the individual served
- The rights of the individual served, foster family, and family of origin
- Procedures for reporting incidents and accidents
- Support services available from your organization and the community
- Foster care financial reimbursement issues
- Respite care policies and procedures
- How to ensure a safe living environment
- Provision for the educational and health needs of the individual served
- Confidentiality of information
- How the special cultural/ethnic needs of the individual served are addressed
- Education and training provided by your organization
- Requirements for foster care family licensure
- Competency assessment and evaluation

The surveyor is also interested to know if the foster parent/family have ever identified any problems with the support or services offered by your organization and, if so, how these problems were handled.

## **Foster Parents Group Meeting**

### **Joint Commission Participants**

Surveyor

### **Organization Participants**

Suggested participants include staff who are familiar with your organization's foster care services and foster parents who are representative of all the foster care services provided by your organization.

### **Logistical Needs**

This focused tracer occurs during time designated for Individual Tracer Activity. The suggested duration of this session is approximately 60 minutes. During this session, surveyors visit foster homes. You are responsible for making all arrangements for this visit, including securing a location, notifying foster parents of the date, time, and place. If you host a regularly scheduled meeting with foster parents for training, education, communication, or other purposes, explore the possibility of scheduling this meeting during the survey. It may be held any afternoon or evening of the survey except for the last day.

### **Objectives**

The surveyor will:

- Learn about your organization's recruitment, licensing, and training process
- Learn about the preparation of foster parents to meet the needs of individuals served
- Learn about your organization's foster care program from the foster parent's perspective

### **Overview**

Foster parents provide important information about a foster care program's services and support which makes them key participants in an accreditation survey. A Foster Parents Group meeting provides a surveyor the opportunity to speak with more foster parents than individual home visits will allow.

The surveyor asks about information foster parents receive from your organization regarding the following areas:

- The special physical, emotional, and social needs of the individual served
- The rights of the individual served, foster family, and family of origin
- Procedures for reporting incidents and accidents
- Support services available from your organization and the community
- Foster care financial reimbursement issues
- Respite care policies and procedures
- How to ensure a safe living environment
- Provision for the educational and health needs of the individual served
- Confidentiality of information
- How the special cultural/ethnic needs of the individual served are addressed
- Education and training provided by your organization
- Requirements for foster care family licensure, including competency

## Proficiency Testing Validation/Performance Improvement Data Review

### Joint Commission Participants

Surveyor

### Organization Participants

Laboratory director(s) on all CLIA certificates held by the organization, the laboratory administrative director and/or manager and other staff or laboratory staff as designated by the organization

### Logistical Needs

The suggested duration of this session is approximately 30 minutes. A room is needed to accommodate organization and Joint Commission surveyor participation.

### Objective

The surveyor will verify that the laboratory is enrolled and participates in a CMS-approved proficiency testing program for each regulated analyte and will review proficiency testing performance for regulated and non-regulated analytes (if applicable), including documentation of remedial action for each result exceeding acceptable limits.

### Overview

During this session the surveyor will review and discuss the following documents with laboratory representatives:

- All proficiency testing results for the last two years (previous six testing events)
- All records of test handling, preparation, processing, examination, and results reporting and signed attestation statements provided by the proficiency feedback reports
- Documentation of review of each proficiency report and documentation of review of problems or potential problems with remedial actions, as indicated
- Performance improvement data
- Record retention policies and procedures

**Regulatory Review - HME**

**Joint Commission Participants**

Clinician surveyor

**Organization Participants**

Suggested participants include those responsible for billing, posting revenue and reconciliation of accounts. Additionally, staff responsible for budgeting and oversight of client complaints will be interviewed.

**Logistical Needs**

The suggested duration of this session is approximately 60 minutes. A location with access to accounting documents is needed. Surveyors can go to the billing staff desks and review information on the computer if that is the most convenient way of viewing the information.

**Objective**

The surveyor will learn about your organization's financial management processes relative to Medicare/Medicaid billing and receivables

**Overview**

During this session the surveyor will want to learn about your organization's processes for internal oversight and reconciliation processes (monitoring) to ensure that:

- Medicare/Medicaid is being billed only for supplies and equipment provided the a patient/client; and
- Medicare/Medicaid payments are being appropriately assigned to a patient/client account; and
- Money is being deposited into the organization's account.

Surveyors will want to interview staff about your organization's process for complaint receipt, tracking and resolution and will ask to see your complaint log.

Annual Budget Review: Your organization's annual budget will be reviewed if it is available.

## Regulatory Review - LAB

### Joint Commission Participants

Surveyor

### Organization Participants

Laboratory leadership

### Logistical Needs

The suggested duration of this session is approximately 30 minutes. A room is needed to accommodate organization and Joint Commission surveyor participation.

### Objective

The surveyor will verify that licensing and services provided by the laboratory comply with law and regulation.

### Overview

During this session the surveyor will:

- Verify CLIA certificates:
  - Director
  - Specialties/subspecialties
  - Type corresponds to level of testing
- Verify license requirements of lab, director and staff
- Verify proficiency testing provider and enrollment period
- Determine test volumes per CMS guidelines for specialties

## **Clinical Leadership and Staff Discussion**

### **Joint Commission Participants**

Surveyor

### **Organization Participants**

Required participants include at a minimum:

- Clinical leadership
- One licensed independent practitioner or clinical staff member from each satellite/remote site that is not scheduled for a site visit
- One clinical staff member responsible for providing direct care to any special population for which the Health Center receives specific funding support (e.g. homeless, migrant and seasonal farm workers, public housing residents, HIV/AIDS)
- A cross section of providers including physicians, dentists, other licensed independent practitioners, nurses, social workers, and other categories of staff who provide direct care to patients
- If all sites are scheduled for a visit, at least one person who may not otherwise be available to participate in the site visit, e.g. part-time individual with clinical responsibilities who is not scheduled to work on the day of the site visit, part-time or week-end staff member, individual with a schedule conflict which would preclude participation during a scheduled on-site visit

### **Logistical Needs**

The suggested duration of this session is approximately 60 minutes.

*[NOTE: As of April, 2012 Health Center completion and surveyor review of the "Health Center Self-Report Tool for BPHC Program Expectations" is no longer a requirement; it is an option.]*

The surveyor will review the health care plan, credentialing and privileging policies and procedures, risk management policies and procedures, and clinical practice guidelines

### **Objectives**

The surveyor will:

- Understand the clinical staff's role in your organization
- Learn about the clinician's understanding of performance improvement approaches and methods, and their involvement in your organization's approach to performance improvement
- Assess the interrelationships and communication between and among disciplines, departments, programs, services or settings, when applicable to your organization

### **Overview**

Based on prior survey findings, Priority Focus Areas, and other available information the surveyor assesses issues according to the following framework:

- Pre-entry and entry phases of the continuum of care
  - Linkage with and use of available information sources about the patient's needs
  - Linkages with other care settings within and/or outside your organization
  - Availability of and access to services consistent with your organization's mission, populations, and treatment settings or services to meet the patient's needs, including BPHC required services
  - Arrangements with other organizations and the community to facilitate entry and access to comprehensive health and social services
  - Referrals and transfers to meet the patient's needs and BPHC requirements
  - The use of clinical consultants and contractual arrangements

- Care within your organization
  - Scope of service being provided directly or indirectly; including those required by BPHC
  - Continuous flow of services from assessment through treatment and reassessment
  - Coordination of care among providers
  
- Pre-exit and exit phases of the continuum of care
  - Assessment of the patient's status and need for provision of continuing care
  - Direct referral to practitioners, settings, and organizations to meet the patient's continuing needs
  - Reassessment of the use and value of providing continuing care in meeting the patient's needs
  - Provision of information or data to help others meet the patient's continuing needs.
  - Systems issues supporting the continuum of patient care

## **Governance Discussion Session**

### **Joint Commission Participants**

Administrative surveyor (or clinician surveyor on surveys with one surveyor)

### **Organization Participants**

Required participants include at least the following:

- Chairperson/President or Vice-Chair/Vice President
- Treasurer or Chair of the Finance Committee
- A board member who represents the users/patients/consumers, if one of the above officers is not a patient/user/consumer
- If the center receives funding for any special population groups (e.g. Migrant and Seasonal Farm Workers, Homeless Individuals, Residents of Public Housing), the representative for this population group

**Note:** *Board members may participate by conference call.*

### **Logistical Needs**

The suggested duration of this session is approximately 45 to 60 minutes.

### **Objective**

The surveyor will learn about your organization's governance, particularly as it pertains to compliance with BPHCs statutory and regulatory requirements.

### **Overview**

The surveyor begins this session with a brief overview of the Joint Commission's mission and goals as well as a description of the benefits of the combined Joint Commission - BPHC survey. Discussion is based on Priority Focus Areas and relevant standards-based issues, BPHC Program Expectations required by law or regulation, and information presented by your organization during the opening conference and orientation to the organization. Information gained during the session is used to assess levels of compliance with BPHC statutory and regulatory requirements. Assessments of compliance with The Joint Commission standards may also occur.

The surveyor addresses the following issues:

- The structure and composition of the governing body
- The functioning, participation, and involvement of the governing body in the oversight and operation of your organization
- The level of communication among the board members
- The governing body's perception and implementation of its role in your organization, especially regarding the governance, and mission and strategy expectations, if described in the "[Health Center Self-Report Tool for BPHC Program Expectations](#)"
- The knowledge of the governing body members with respect to federal law and regulation
- The governing body's understanding of performance improvement approaches and methods and involvement in your organization's approach to performance improvement
- Pertinent Joint Commission Leadership standards relevant to the governing body's role in your organization

The surveyor engages the governing body participants in discussions regarding new processes or services in your organization, and about the collaboration and involvement of appropriate leaders and other individuals.



The surveyor reviews and summarizes the issues or opportunities for improvement that relate to the BPHC's statutory and regulatory requirements and those that are Joint Commission standards-related areas that will be addressed in subsequent system or patient tracers.

*\*[NOTE: As of April, 2012 Health Center completion and surveyor review of the "Health Center Self-Report Tool for BPHC Program Expectations" is no longer a requirement; it is an option.]*

## **Leadership Session**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include senior leaders who have responsibility and accountability for design, planning, and implementation of organization processes. Leaders typically include but are not limited to members of the governing body/trustee, CEO, and leaders of the medical staff and clinical staff.

**For complex surveys**, there is a single Leadership Session that will include discussion of all programs and services being accredited at the time of this survey. Surveyors from all programs should participate in this session if they are onsite. Your organization should have leadership representation from all programs undergoing survey.

### **Logistical Needs**

The suggested duration of this session is approximately 60 minutes.

### **Objective**

Surveyors will explore leadership's responsibility for creating and maintaining your organization's systems, infrastructure, and key processes which contribute to the quality and safety of care, treatment, or services.

### **Overview**

During this session, surveyors will explore, through organization-specific examples,

- Leadership commitment to improvement of quality and safety
- Creating a culture of safety
- Robust process improvement
- Observations that may be indicative of system-level concerns

The surveyor facilitates discussion with leaders to understand their roles related to performance of your organization-wide processes and functions. This discussion will be a mutual exploration of both successful and perhaps less successful organization performance improvement initiatives, or introduction of a new service or an optimal performing department, unit or area vs. one in need of improvement. Surveyors will want to hear how leaders view and perceive these successes and opportunities and learn what they are doing to sustain the achievements, as well as encourage and support more of the same success. Throughout the discussion surveyors will listen for examples of

- The planning process used
- How data is used once it is collected
- The approach used to change processes and work flow
- How information about newly implemented processes is communicated throughout your organization
- How leaders assess the culture of safety throughout the organization
- How leaders envision the performance of processes that are selected for improvement
- Leadership support and direction, including planning and resource allocation
- The degree to which the implementation is comprehensive and organization-wide
- The relationship of the function or process to patient/resident/individual served safety and quality
- How the effective performance of the function or process is evaluated and maintained

## Medical Staff Credentialing and Privileging

### Joint Commission Participants

One clinician surveyor

### Organization Participants

Suggested participants include the President of the medical staff; Medical Director and Medical Staff Coordinator, if applicable; and Medical staff credentials committee representatives.

### Logistical Needs

The suggested duration of this session is approximately 60 minutes. The surveyor requests specific credential files of practitioners who are identified from tracers, from OR log, from the ICU and special procedures unit logs, etc. The type of files a surveyor requests are from high-risk specialties, non-physician specialties, non-physician licensed independent practitioners, moonlighters, hospitalists, practice outside the usual scope of specialty, and low volume specialties. When **Long Term Care** is integrated with the hospital, the surveyor reviews credential files of the Medical Director of LTC and other licensed independent practitioners.

The surveyor also requests the Medical Staff Bylaws, Rules, and Regulations, Medical Executive Committee minutes, peer review and focused monitoring records for the session.

### Objectives

The surveyor will:

- Learn about the process used to collect data relevant to appointment decisions, the process for granting and delineating privileges, and the structures that guide consistency of implementation (e.g., bylaw requirements)
- Evaluate the credentialing and privileging process for the medical staff and other licensed independent practitioners who are privileged through the medical staff process

### Overview

During this session, the surveyor discusses with organization participants:

- How your organization collects data used in making decisions on appointment, granting and delineating privileges
- Consistent implementation of the credentialing and privileging process for the medical staff and other licensed independent practitioners who are privileged through the medical staff process
- Processes for granting privileges and the delineation of privileges
- Whether practitioners practice within the limited scope of delineated privileges
- The link between peer review and focused monitoring to the credentialing and privileging process
- Potential concerns in the credentialing, privileging, and appointment process

## **Surveyor Report Preparation**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

None

### **Logistical Needs**

The suggested duration of this session is approximately 60-120 minutes. Surveyors need a room that includes a conference table, power outlets, telephone, and internet access.

### **Overview**

Surveyors use this session to compile, analyze, and organize the data collected during the survey into a report reflecting your organization's compliance with the standards. Surveyors will provide you with the opportunity to present additional information at the beginning of this session if there are any outstanding surveyor requests or further evidence to present from the last day of survey activity. Surveyors may also ask organization representatives for additional information during this session.

## **Exit Briefing**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include the Chief Executive Officer (CEO) or Administrator, if available

### **Logistical Needs**

The suggested duration of this session is approximately 10 to 15 minutes.

### **Objectives**

Surveyors will:

- Review the survey findings as represented in the Summary of Survey Findings Report
- Discuss any concerns about the report with the CEO/Administrator
- Determine if the CEO/Administrator wishes to have an Organization Exit Conference or if the CEO/Administrator prefers to deliver the report privately to your organization

### **Overview**

Surveyors will review the Summary of Survey Findings Report (organized by chapter) with the most senior leader. Surveyors will discuss any patterns or trends in performance revealed by the Priority Focus Areas or Clinical/Service Groups. Surveyors will also discuss with the most senior leader if they would like the Summary of Survey Findings Report copied and distributed to staff attending the Organization Exit Conference.

## **Organization Exit Conference**

### **Joint Commission Participants**

Surveyors

### **Organization Participants**

Suggested participants include the CEO/Administrator (or designee), senior leaders and staff as identified by the CEO/Administrator or designee.

### **Logistical Needs**

The suggested duration of this session is approximately 30 minutes and takes place immediately following the Exit Briefing.

### **Objectives**

Surveyors will:

- Verbally review the Summary of Survey Findings Report, if desired by the CEO
- Review identified standards compliance issues

### **Overview**

Surveyors will verify with participants that all documents have been returned to the organization. You are encouraged to question the surveyor about the location of documents if you are unsure.

Surveyors will review the Summary of Survey Findings Report with participants. Discussion will include the Requirements for Improvement and any patterns or trends in performance revealed by the Priority Focus Areas and Clinical/Service Groups. If follow-up is required in the form of an Evidence of Standard Compliance (ESC) or Measure of Success (MOS), the surveyors explain the ESC and MOS submission process.

**Note:** Surveyors will direct you to information on your extranet site that explains “What Happens after Your Survey.”

**For complex organizations** (being surveyed under more than one accreditation manual or for more than one service under one accreditation manual), there may be instances when surveyors from other programs will not be present for the entire duration of the survey. In this situation, the surveyor departing early will request an Interim Exit Conference where he/she may provide your organization with a brief oral report of their findings and at that time will respond to questions.

*For Hospital, Ambulatory Surgery Centers and Home Care & Hospice Deemed Status, surveyors communicate their findings relating to the Medicare Conditions of Participation. This includes describing the regulatory requirements that the organization does not meet and the findings that substantiate these deficiencies.*