

2003

JCAHO

News, tips, info, details, and ideas brought to you by the
Clinical Center JCAHO Work Group

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Mock Survey Results

As most of you know we had Mr. Ode Keil visit the Clinical Center May 20-22 to conduct a mock JCAHO survey to identify areas for improvement. During his survey we visited a number of patient care units, met with medical and departmental staff and reviewed our medical records. During this time he identified several areas that need our attention over the next few months. Below you will find a summary of issues that need to be addressed before our review in October.

First the good news:

- ◆ It was noted that there had been much improvement in the area of immediate post-op notes being written by the surgeon while the patient was still in the OR
- ◆ Consents were found and signed consistently throughout the visit
- ◆ High risk medications were not seen on the nursing units



Opportunities for Improvement

Patient Assessment

- ✖ Documentation of initial assessments in the medical review is inconsistent. Remember for all initial assessments should include screening for nutrition, pain, functional and psychosocial needs.
- ✖ Absence of documentation of multidisciplinary care planning
- ✖ Inconsistency in addressing advanced directives
- ✖ History and physicals are not consistently timed and dated
- ✖ Continuum of care lack of documentation of transfer of care from one nursing unit to another.

Patient Safety Goals

- ✖ Variability and awareness of knowledge about the 6 patient safety goals and how they apply to patients in the care areas

Orientation and Competency of Staff

- ✖ All personnel files (Clinical Center, Institutes and contract staff) must show minimum orientation and training standards for clinical care, as well as departmental orientation and competency.

Performance Improvement

- ✖ Inconsistent familiarity with unit performance measures and the data that are used to drive improvement

To ask questions of the Clinical Center Core group email: askCCJCAHO@cc.nih.gov

Performance Improvement at the Clinical Center

The Clinical Center performance improvement activities are guided by the Clinical Center strategic plan. The strategic plan puts forth the long range goals that integrate the mission, along with the internal/external environmental issues, and stakeholder needs.

Basic Principles of Performance Improvements

Process and System Approach to Problem-Solving

- Much of the work we do at the Clinical Center is a series of related processes. Identify the key processes in your work and continually strive to make them more effective and efficient.

Team Work

- Assuring that you have major stakeholders involved in problem-solving will enhance your chance at success but including experts and assuring buy-in

Customer Focus

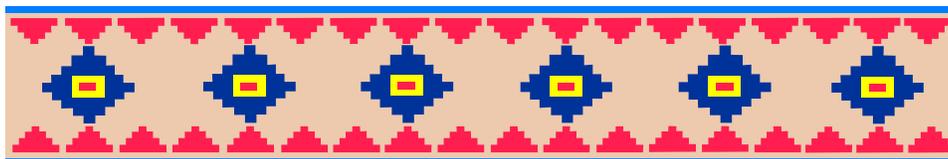
- Identify your major customers and strive to meet or exceed their expectations

Service Orientation

- Strive to provide “seamless service” to your patients and other customers

Data Driven Decision-Making

- “You can’t manage what you can’t measure.” Identify critical processes in your daily work life and develop methods of measure the integrity of those processes.



The Clinical Center JCAHO website contains all the flyers that have been sent out and continues to be updated with additional information for our upcoming survey, so check out the site for updates

<http://intranet.cc.nih.gov/od/jcaho/>