



The JC Monthly Newsletter

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The JC Accreditation:

- Leads to improved patient care
- Demonstrates COHC's commitment to safety and quality
- Supports and enhances safety and quality improvement efforts
- Strengthens community

The Joint Commission (JC)

The Joint Commission (The JC), formerly known as the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) set standards for health care organizations and issues accreditation to organizations that meet those standards. The JC conducts periodic on-site, unannounced surveys to verify that "an accredited organization substantially complies with The JC standards and continuously **makes efforts to** improve the care and services it provides." Presently more than 17,000 health care organizations, including Charter Oak Health Center, Inc. (COHC) are accredited and



bear the Joint Commission's Gold Seal of Approval.

The Joint Commission standards set forth performance expectations for activities that affect the safety and quality of patient care – that is, areas

in which **good performance is likely to lead to good outcomes for patients.** The standards generally focus on whether the organization is doing the right things and whether it is doing them well. The

standards are organized around important patient care and organization functions, and also address important contemporary issues, like medication management and emergency preparedness.

The JC Standards: Performance Improvement



COHC uses the DMAIC (Define–Measure–

Analyze–Improve–Control) methodology for formalized performance improvement activities. The DMAIC methodology aims to minimize or eliminate errors and inefficiencies, reduce waste and optimize quality and productivity. The DMAIC methodology consists of the following five steps:

1. Define and get background information on the process and customers **2.**

Measure the current situation by identifying and monitoring key measures **3. Analyze** the root causes of the problem and confirm the with data **4. Improve**–the process by developing, trying out, implementing and evaluating solutions that address the root causes; **5. Control** the solutions by standardizing work methods or processes

The JC Tracer Methodology

The JC uses the Tracer Methodology to assess key systems such as infection control, patient care and medication management. During the patient or system tracers, the JC surveyors will request a list of current patients, review some of the corresponding medical charts and pick a patient to trace.

Surveyors will:

Select Patients – review patient charts and identify the different care areas that the patient visited and the different treatments, and services the patient received.

Interview Staff Members - visit various departments and treatment areas, and

interview any staff who may or have been involved in the care of the patient about how they do their jobs; how they provide care and service to our patients.

Depending on Staff Answers - request copies of COHC or department policies and procedures to make sure practice is consistent with policy, as well as personnel files of those staff that provided care to the patient being traced.

How can you prepare for the JC SURVEY?



What is The JC Tracer Methodology?

Think about the work you do and why you do it.

Know your resources, for example: who you contact for various types of problems. Where to find policies and procedures.

What You Need to Know About The JC Accreditation Survey

PATIENT RIGHTS

“Every patient has the right to respect, privacy, full explanation of care, know who is caring for them, confidentiality, emotional support and make informed decisions.”

A copy of the Patient’s Bill or Rights is posted in the display case near the entrance to the Dental Department and is available for handout to all patients.

Every patient has the right to:

Respect—treat patients with kindness, consideration, understanding and dignity.

Privacy—a patient’s physical privacy must be protected whenever possible.

A Full Explanation of Care—patients deserve complete answers to their questions in words they can understand, without feeling rushed or bothersome.

Know Who is Taking Care of Them— always introduce yourself & those who accompany you.

Confidentiality— information about a patient’s medical condition or care must stay with the health team,

except as required by law or with a patient’s permission.

Emotional Support— patients and their families can expect emotional support from staff.

Informed Decisions— patients will be given a complete explanation concerning treatment and the name of the person providing treatment.

