



## Why Do We Do All This Stuff for Safety?

### What Surveyors See

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## Objectives

- Connect accountability to action
- Discuss the “why” and the “who”
- Consider what surveyors see in relationship to regulations



## Reflection

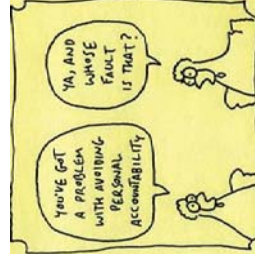
***It is challenging to stay proactive and fully accredited.***

***It requires a team that is entirely engaged with leadership and committed to accountability.***



## Accountability centers around accepting the responsibility

- The quality or state of being accountable; especially: an obligation or willingness to accept responsibility or to account for one’s actions
- Centers for Medicare and Medicaid Services, CMS, is focused on leadership accountability and states so throughout Conditions of Participation
- The Joint Commission, TJC, focuses on accountability across Leadership standards
- The Joint Commission Leadership chapter element of performance 4 states “Staff are held accountable for their responsibilities.”



## The Who: front line managers and staff are accountable for their responsibilities

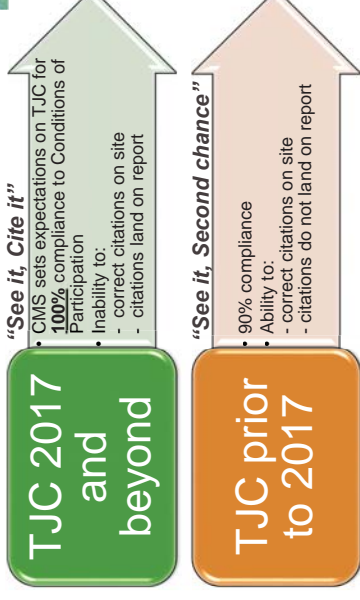
Provide safe care to patients

- Follow policies
- Document care provided
- Safely use equipment
- Follow and adhere to manufacturer's instructions for use
- Adhere to infection control practices for handwashing and low/high level disinfection of equipment and devices
- Secure orders from the provider scope of practice defined by licensure, certification, state law, etc.



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## The Why: TJC and CMS today expect 100% compliance

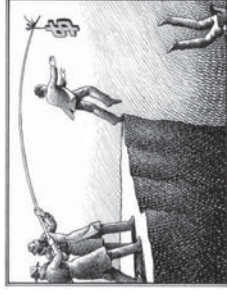


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## The Why: Patient safety is not the only entity at risk with survey outcomes

- Financial acumen calls for a cost avoidance model
- Unencumbered license holds value
- Accreditation holds value with associated costs

- Accredited
- Accredited with Follow-up Survey
- Preliminary Denial of Accreditation
- Denial of Accreditation



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## The Why: Staff safety is also a known area of vulnerability

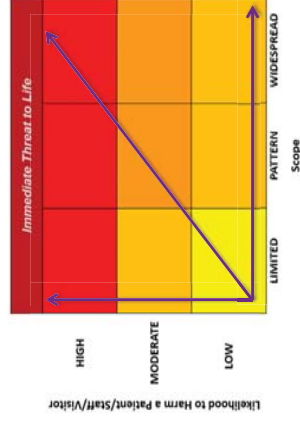
- Aging infrastructure of buildings
- Workplace safety during construction
- Weather, slips, trips, falls
- Direct patient care staff
  - Patients out of control
  - Families out of control
- Indirect care providers
- Pushing pulling forces (patients, carts, stretchers, portable x-ray machines)
- Chemical exposure
- Waste exposure
- Body fluid exposure
- Proper cleaning, handling, disposal of sharps



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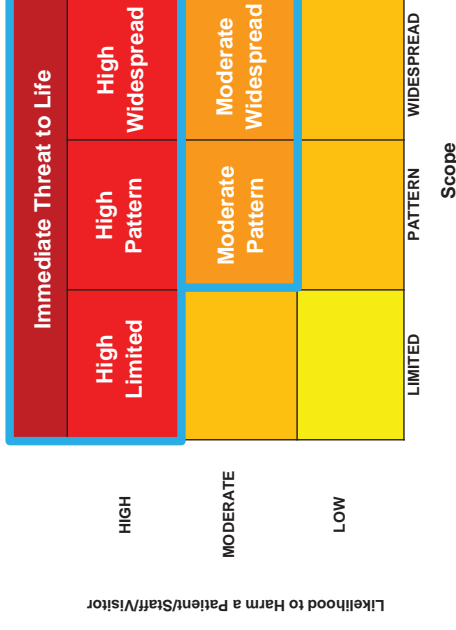
## The Joint Commission (TJC) is driving major changes in safety

- Focused on evidenced based care and safety of care delivered
- TJC Standards are deeply rooted in CMS Conditions of Participation and Code of Federal Registry (Law)
- Survey Analysis for Evaluating Risk (SAFER) Matrix provides a visual placement for risk of survey findings



## TJC SAFER Matrix scoring methodology high risk requires leadership involvement

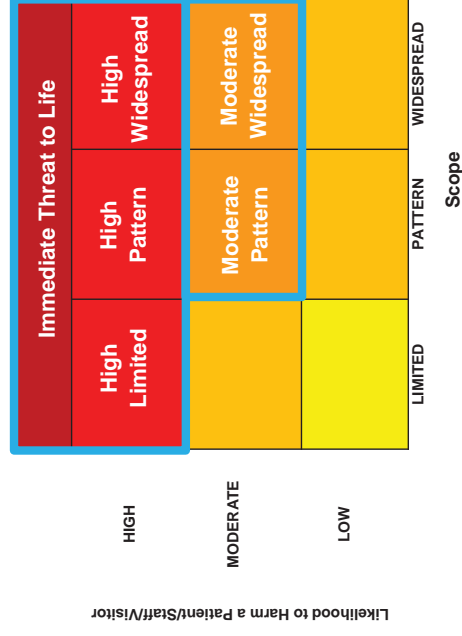
- **60 day Evidence of Standards Compliance (ESC) includes Who, What, When and How sections**
- **ESC includes two additional areas with leadership involvement and Preventive Analysis**
- **Findings highlighted for potential review by surveyors on subsequent surveys**



Note: High risk areas are denoted above and include Moderate/Pattern through Immediate Threat to Life

## High risk escalates CMS Condition Level findings and facilitates poor survey outcomes

- Survey outcomes include:**
- **Follow-up Survey**
  - **Preliminary Denial of Accreditation**
  - **Denial of Accreditation**



Note: High risk areas are denoted above and include Moderate/Pattern through Immediate Threat to Life

## Leadership challenges are abundant

### Top standards compliance in focus during surveys

- Infection Control
  - High Level Disinfection and Cleaning of Equipment and Devices
  - Hospital Infection Control Plan
- Environment of Care
  - Suicide Risk (Ligature risk; emergency departments, behavioral health)
- Life Safety
  - Fire Risk
  - Older buildings pose risk
- Provision of Care, Treatment, and Services
  - Following most recent order (scope of practice)
  - Pain management (opioid crisis nationally)

What do surveyors see?



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An organization centered around safety



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Sunday evening surveyor drive by



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On the way to the cafeteria



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## Reprocessing of medical/surgical equipment



## Life safety and electrical panels in corridors, soiled linen cart



## Improper biohazard container utilization



## Storage of medical equipment



## Medications are properly stored



## Separating clean from dirty



## Building access, go to the dock for a bird-eye view



## Hydrocollator, expiration dates, refrigeration monitoring and corrugated boxes



## Egress



## Proper instrument disinfection and storage



## Proper oxygen cylinder storage



## Accessible fire pull station



## Updated information posted for staff



Picture taken  
calendar year  
2017

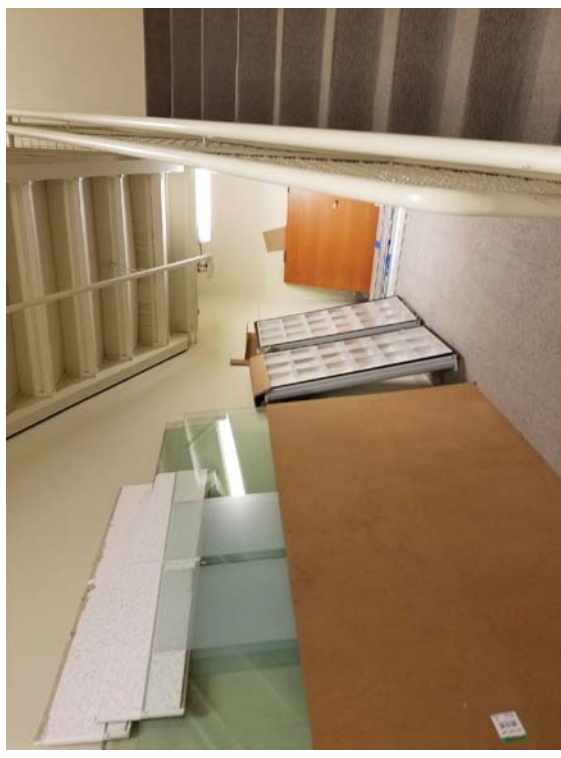


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## Life Safety requires fire exits have no storage



## Stairwell cont'd



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## Manufacturer instructions for use (MIFU or IFU)





## Egress



## Proper instrument disinfection and storage



## Emergency preparation equipment, electronic panels, evacuation sleds, medical gases, paper



## Lead apron program







## Thank you

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