Tracers with AMP®

Manage risk and assess survey readiness across your organization.

Every day, accreditation leaders like you are left vulnerable and forced into a reactive approach because of competing priorities, limited time and overextended staff. The statistics are not in your favor. Health systems lacking consistent protocols and standardized processes have a safety performance rate that is roughly 11-14% lower than the top 15 systems.*

A problem can come at anytime from anywhere throughout your organization. Ideally, you need to assess your survey readiness in real-time, identify where improvements are needed and put a plan in place to address the issues before a very costly crisis occurs.

* This data comes from Truven Health Analytics annual ranking of hospitals, which is based on 14 different separate scores of hospital performance.

How we can help

Tracers with AMP can give you the tools you need to efficiently manage risk and help your organization stay survey-ready. This web-based software solution anticipates, reduces and reports risk across your organization—putting you in control. You can analyze performance, compare sites and departments, and prioritize improvements with user-friendly dashboards and easy-to-build, automated reporting. It creates transparency for you and your leaders and supports your ability to take action.

KEY FEATURES

If you're looking to redesign your standards compliance program, Tracers with AMP is the only solution that offers:

– A comprehensive sample library of tracer questions, which are linked to the Joint Commission Elements of Performance (EPs), created and regularly updated by our clinical advisors, who not only understand the software, but also have a deep understanding of the standards, tracer methodology and workflows that support it. The questions are designed to imitate survey questions and can be customized and disseminated from the system level to each site. This can save you and your frontline staff months of time and virtually eliminates duplication of effort.

– The ability to easily download and compare your staff's findings against actual Joint Commission survey results at both the site and system level. And it's user-friendly, accommodating all levels of technical abilities—from paper to tablet—and offering reports in Excel, PDF and Word.

– The option to complete and automatically submit your FSA during intracycle monitoring. Observational data including details on the findings, a plan of action, and surveyor notes, that were entered through the tool can be used to complete the self-assessment.

**Tracers with AMP is available for the following health care settings:**

– Hospital
– Critical Access Hospital
– Ambulatory
– Behavioral Health
– Home Care
– Laboratory
– Nursing Care Center
– Office-Based Surgery
– Disease-Specific Care

Training and implementation

Joint Commission Resources experts not only understand the software but also have a deep understanding of standards and regulations, tracer methodology and the workflows that support it. We will provide you:

– Online training and resources to support frontline staff
– A library of approximately 20,000 regularly updated customizable, patient-focused tracer questions
– Best practices from other organizations
– An easy-to-use reporting system that accommodates all levels of technical abilities

Tracers with AMP's mobile application allows you to optimize tracer usage throughout your organization.
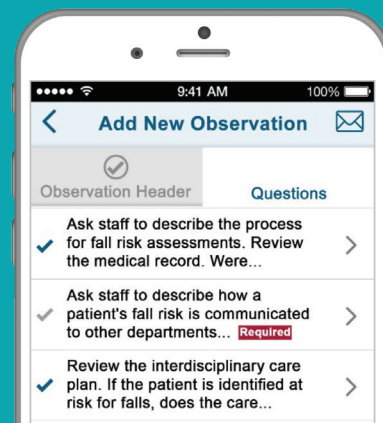
Reporting

Health care systems like yours are facing many challenges, many of which involve managing risk and improving visibility across your system.
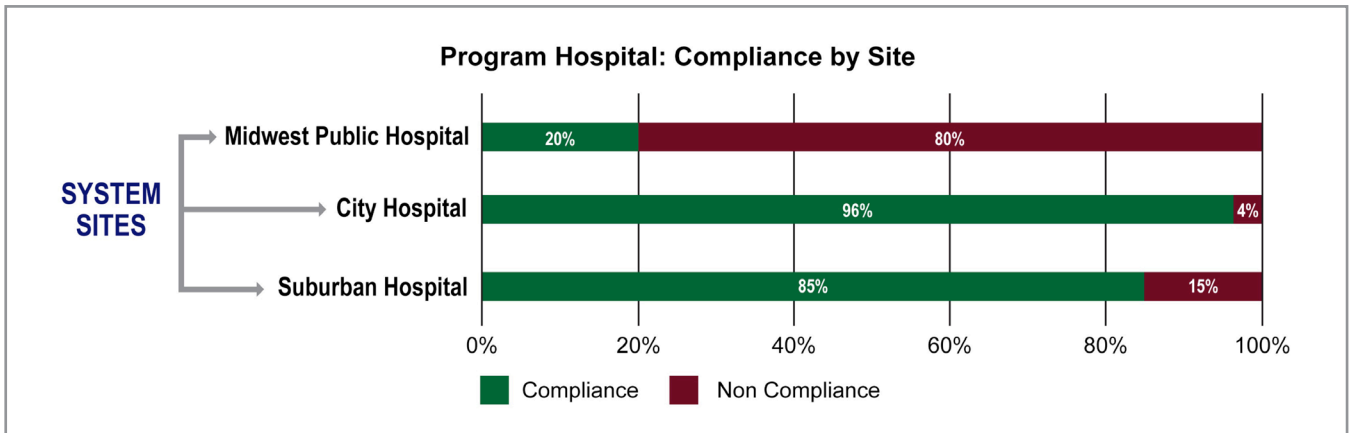
Tracers with AMP reporting can help. With its powerful reporting capabilities, you will have the ability to create customized reports by assessing data from multiple sources, including Accreditation Manager Plus®, self-collected tracer data, Requirements for Improvement (RFIs) data from Joint Commission surveys, and findings from the Tracers with AMP mock survey add-on module. These reports will allow you to view data at a glance and quickly identify key performance indicators, helping you to better analyze and view the data collected to help identify risks, prioritize improvement projects, and implement solutions.

User can also proactively manage risk by setting alerts to notify them if a quality area (such as an Element of Performance) goes below a certain threshold.
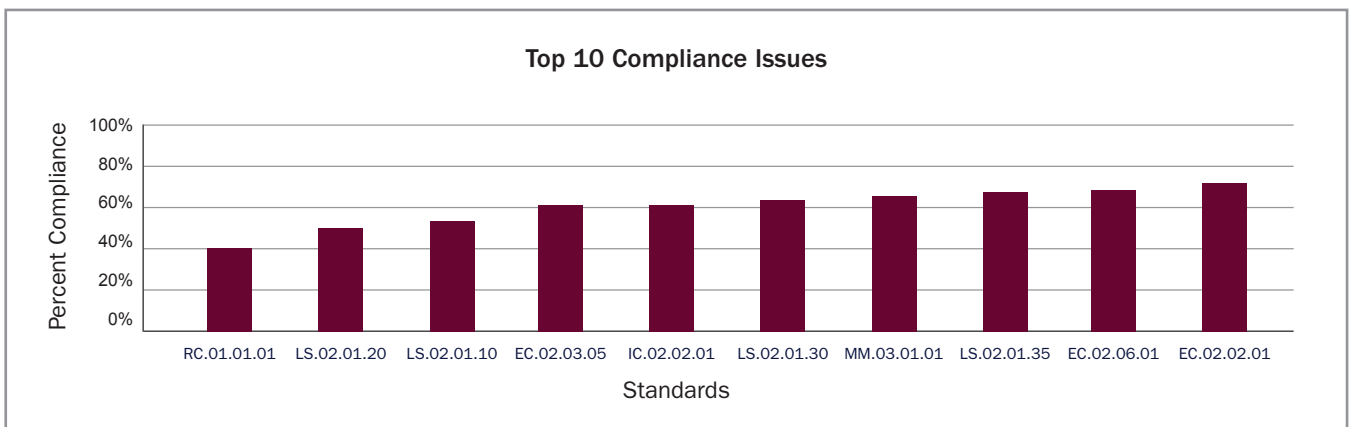
The customizable reports will help you to:
– Connects events, compliance and staff to help you self-assess readiness and validate compliance with tracer data for each site
– Analyze performance across your system
– Compare sites and departments
– Prioritize improvements
– Create transparency for you and your leadership and supports your ability to take action before a costly crisis occurs
– Gain a better understanding of your data by viewing the data as a whole or drill into specific data points to gather additional insights

Some of the robust capabilities of Tracers with AMP

Program Hospital: Compliance by Site

SYSTEM SITES

Site	Compliance	Non Compliance
Midwest Public Hospital	20%	80%
City Hospital	96%	4%
Suburban Hospital	85%	15%

■ Compliance ■ Non Compliance

Compare compliance across multiple sites

Top 10 Compliance Issues

Percent Compliance (y-axis): 0%, 20%, 40%, 60%, 80%, 100%

Standards (x-axis): RC.01.01.01, LS.02.01.20, LS.02.01.10, EC.02.03.05, IC.02.02.01, LS.02.01.30, MM.03.01.01, LS.02.01.35, EC.02.06.01, EC.02.02.01

**View the least compliant standards across your system**

SAFER™ Matrix	Immediate Threat to Life (a threat that represents immediate risk or may potentially have serious adverse effects on the health of the patient, resident, or individual served)		
HIGH (harm could happen at any time)	EC.01.01.01 EP6	EC.02.01.01 EP1	EC.02.01.01 EP9
MODERATE (harm could happen occasionally)	EC.01.01.01 EP5	EC.01.01.01 EP8	EC.02.01.01 EP8
LOW (harm could happen, but would be rare)	EC.01.01.01 EP1 IC.02.02.01 EP4 NPSG.07.01.01 EP1	EC.01.01.01 EP3 EC.01.01.01 EP7 IC.02.02.01 EP2	EC.01.01.01 EP4 EC.02.01.01 EP5
	LIMITED (unique occurrence that is not representative of routine/ regular practice)	**PATTERN** (multiple occurrences with potential to impact few/some patients, visitors, staff and/or settings)	**WIDESPREAD** (multiple occurrences with potential to impact most/all patients, visitors, staff and/or settings)

Patient/Staff/Visitor (vertical axis label)

SAFER™ Matrix Report
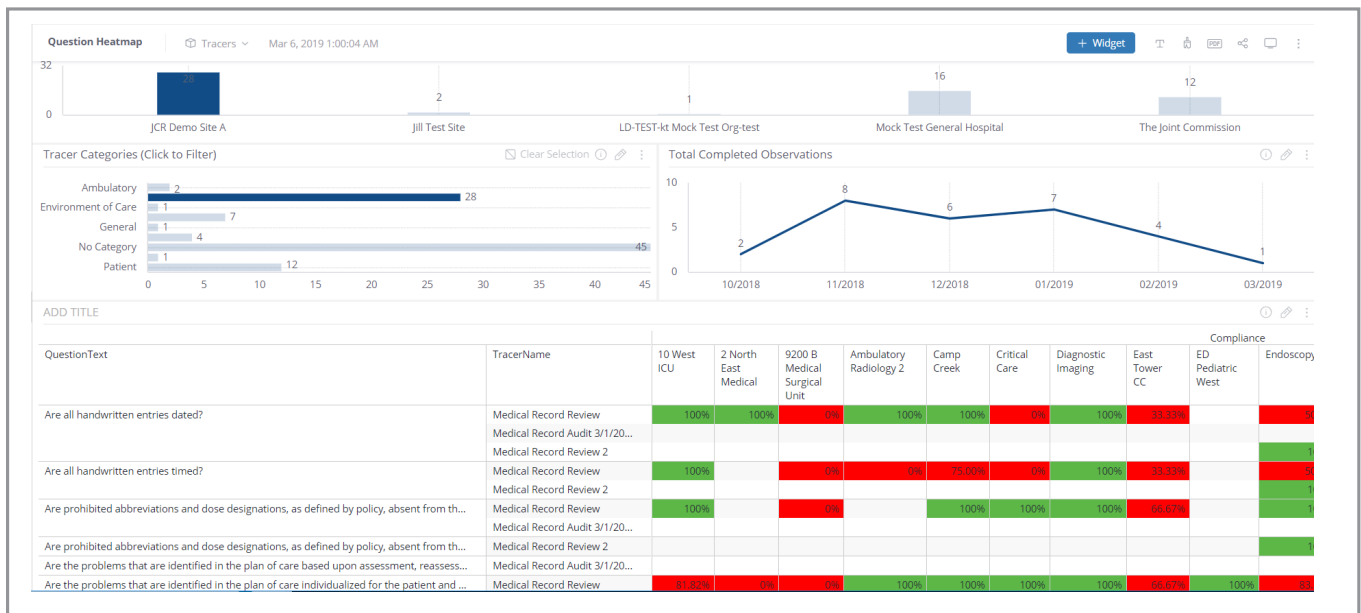
Access an interactive dashboard at the system level that shows tracer question compliance by unit. Clicking on a hospital name, or question name will filter the whole dashboard.
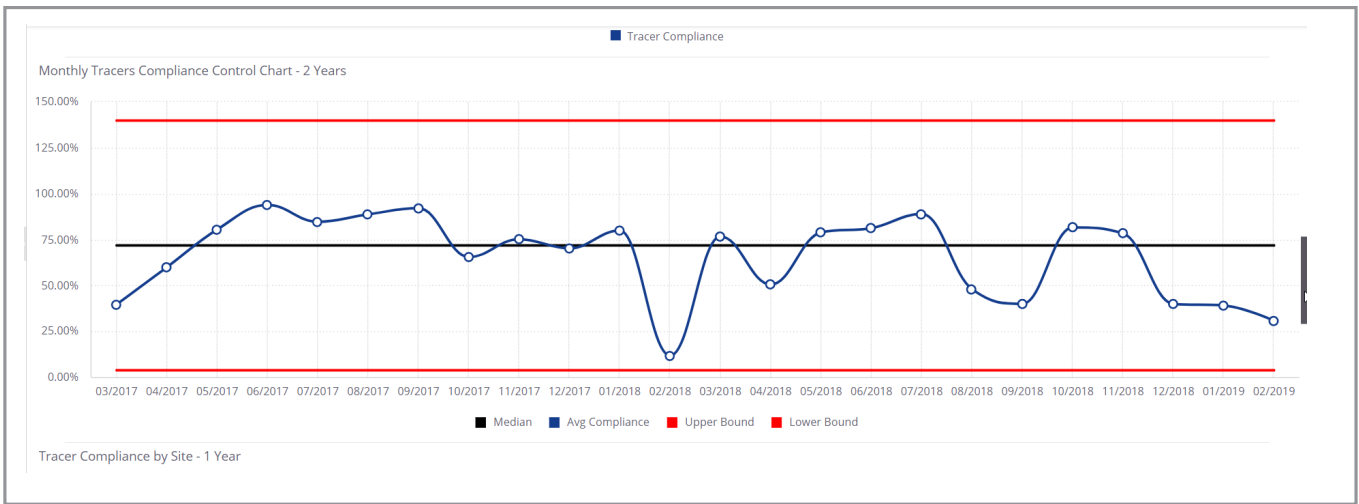
Build a control chart to determine tracer compliance over time. This can help you identify outliers and if your tracer activity is trending up or down.

Determine where findings fall in the SAFER™ Matrix across your system. Identify those high-risk findings before they become a patient safety issue.
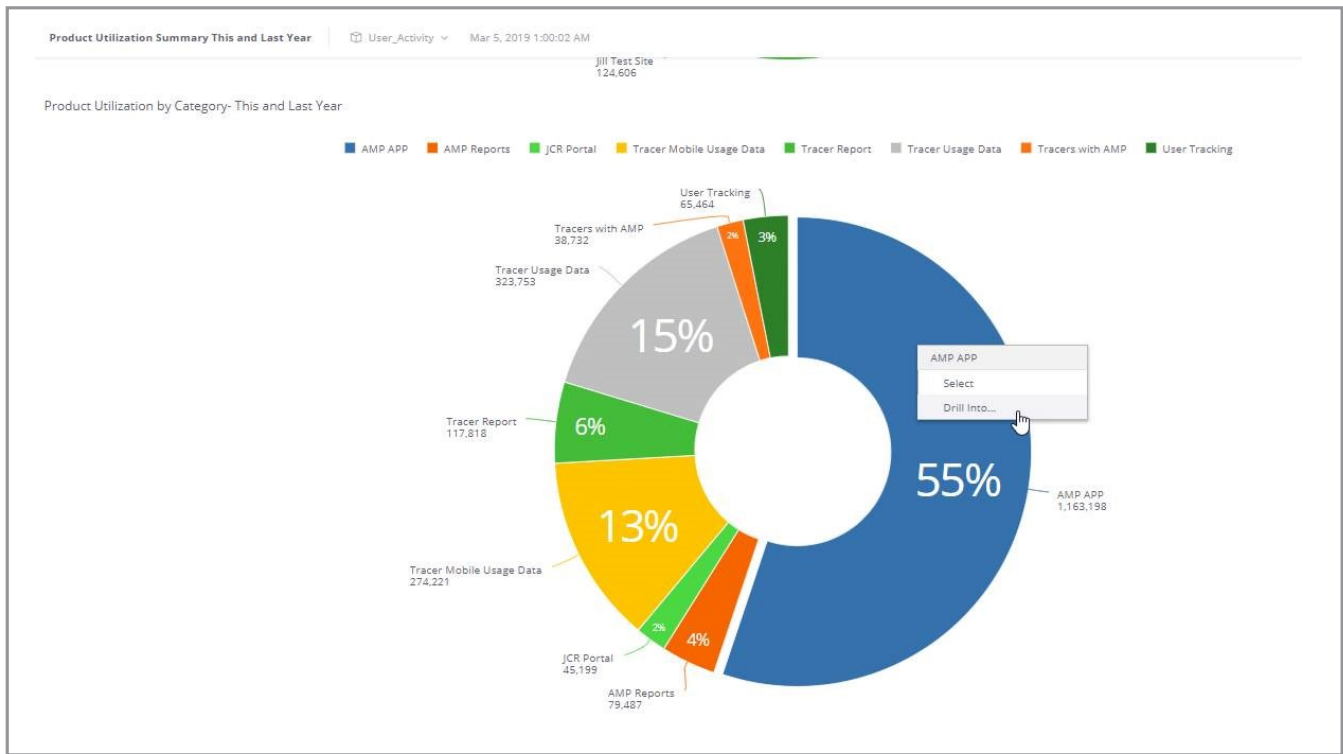
Measure how the Tracers with AMP tool is being utilized across your system. See which features, including the mobile app and reports, are being used to make sure your staff is using this tool to its full potential.

Be proactive about high risk topics such as cleaning and disinfection and ligature risk. Tracers can be setup to monitor, and alerts can be configured so that the appropriate people are notified if compliance falls below a threshold, or when a high risk question is not compliant.

Tracers with AMP Mock Survey Reporting

Mock surveys are a critical tool when it comes to the continuous improvement of patient safety and helping you prepare for a Joint Commission survey. Coordinating mock surveys throughout your health system and consolidating findings from all locations into meaningful reports can be challenging and often time consuming. It is important to be proactive and identify tools to make mock surveys a regular part of your health system's process improvement program.

How we can help

Tracers with AMP offers a feature that helps your staff to conduct useful mock surveys throughout your system. For an additional fee, health systems can use Tracers with AMP to enter mock survey findings and create robust reports that allow your team to review mock survey results and help determine trends and the most pressing issues across your system. This feature offers various flexible workflow options where you can chose to enter mock survey findings, create final reports, trace and approve plans of action, and generate an executive summary.

Key features

Automating your mock survey process through Tracers with AMP will allow you to:

– Enter findings against the most up to date standards and regulations

– Generate reports in a SAFER™ Matrix format

– Compare findings to a hospital self-assessment and/or Joint Commission Requirements for Improvement

– Track and approve Plans of Corrections to help ensure problems are corrected

"As a health system, you will have access to a clinical advisor who will provide customized, hands-on guidance on how to design your tracer program and how to use the software."

MOCK SURVEY PRIORITY FINDINGS FINAL REPORT
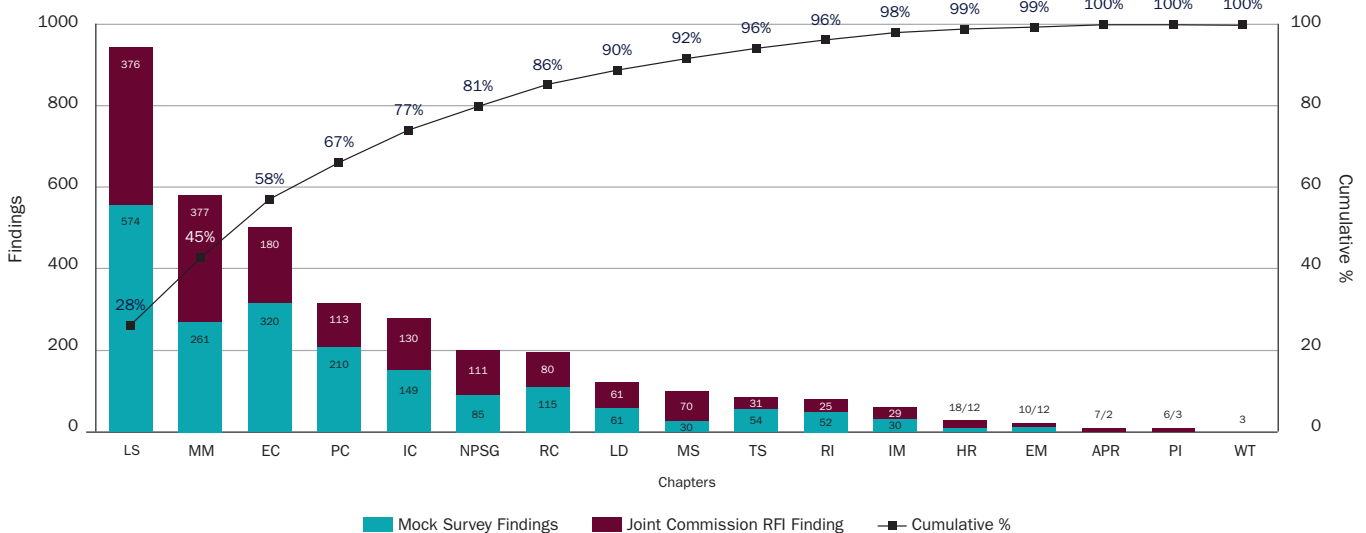
Tracers with AMP®
plus CMS

Manage both your Joint Commission accreditation and CMS compliance with one unique tool

You're challenged to ensure CMS compliance across your organization. It doesn't help that CMS requirements are complex and constantly evolving—making it hard to understand the intent of the regulations or what CMS surveyors will be looking for when it's time for your survey.

With Tracers with AMP plus CMS, you'll get access to all of the features of Tracers with AMP and you'll be able to continuously assess and help trend readiness with both Joint Commission EPs and CMS Conditions of Participation (CoPs).

For 60 calendar days after a Joint Commission survey, your organization is at risk for a full CMS validation survey. And, CMS is ramping up to conduct more surveys and complaint visits each year. Condition-level or Immediate Jeopardy findings could:

– Involve your entire staff focusing on the Plan of Correction

– Create a need for additional resources

– Result in bad publicity via media outlets

– Attract negative attention from senior leadership

How we can help

Tracers with AMP plus CMS is a web-based platform that stores your tracer data and allows you to trend your compliance with Joint Commission and CMS standards over time. You can:

– Access pre-populated CMS tracer templates that help identify critical CMS items

– Analyze your performance against CMS regulations

– Conduct compliance self-assessment, cross-referencing A-tags and C-tags

And, in the unfortunate event you ever receive a CMS violation, Tracers with AMP plus CMS can be used to help you manage your Plan of Corrections.

For more information about Tracers with AMP plus CMS or to request a demo, visit www.jcrinc.com/tracers-with-amp.

Tracers with AMP plus CMS is available for hospitals and critical access hospitals.

Adding the CMS module to Tracers with AMP provides you with these enhanced capabilities:

Function	Tracers with AMP *	Tracers with AMP plus CMS *
Compliance and Scoring		
SAFER™ Matrix support	X	X
Track EP findings and plans of action*	X	X
Track CMS findings and plans of correction		X
Download Joint Commission RFI (requirements for improvement)	X	X
Submit FSA (focused standards assessment) for Intracycle Monitoring	X	X
Manage follow-up tasks	X	X
Analytics and Dashboard		
Joint Commission compliance and SAFER™ Matrix reporting	X	X
Robust tracers reports	X	X
Robust CMS compliance reports**		X
Tracers		
Library of over 20,000 tracers questions linked to EPs***	X	X
Mobile device tracers data collection	X	X
Library of questions linked to CMS CoPs/A-Tags		X
Customize library questions	X	X

  * Covers Accreditation, Certification with real time standards update

 ** Includes CMS plan of correction report

*** Unlimited users

Q#	Question Text	One-Click Compliance ⓘ	Num ⓘ	Den ⓘ	% ⓘ	N/A	Follow-up Required	Notes & Documents	Tag CoP	Cross Walk to EP(s)
	Set Numerators & Denominators for all questions [ ] [ ] **Set All** ☐ Set all questions to Not Applicable									
1	IF DISTANT HOSPITAL AGREEMENT: If the governing body has NOT exercised the option to have the medical staff rely upon the credentialing and privileging decisions of the distant-site hospital, is the hospital performing full credentialing and privileging of these individuals providing telemedicine services to your patients?	🟢 🔴	3	5	60.0%	☐	☐ Add Task		A-0342 §482.22(a) (3)	TJC
2	IF DISTANT HOSPITAL AGREEMENT: Is there a list provided by the distant-site hospital of the telemedicine physicians and practitioners, including their current privileges and pertinent licensure information?	🟢 🔴	5	5	100.0%	☐	☐ Add Task		A-0342 §482.22(a) (3)	TJC
3	IF DISTANT HOSPITAL AGREEMENT: Is there evidence that the hospital reviews the services provided by the telemedicine physicians and practitioners, including any adverse events and complaints, and provides feedback to the distant-site hospital?	🟢 🔴	4	5	80.0%	☐	☐ Add Task		A-0342 §482.22(a) (3)	TJC
4	IF DISTANT HOSPITAL AGREEMENT: Is there a written agreement(s) with the distant-site telemedicine entity(ies)?	🟢 🔴	5	5	100.0%	☐	☐ Add Task		A-0343 §482.22(a) (4)	TJC
5	IF DISTANT HOSPITAL AGREEMENT: Does the agreement address the required elements concerning the distant-site's utilization of a medical staff credentialing and privileging process that meets the requirements of the hospital CoPs, appropriate licensures, current list of physicians/practitioners specifying their privileges and written reviews by the hospital to the distant-site hospital on these individuals' performance in your hospital?	🟢 🔴	5	5	100.0%	☐	☐ Add Task		A-0343 §482.22(a) (4)	TJC

CMS Tracer Observation Form

CMS Scoring

Joint Commission Resources