Table of Contents

INTRODUCTION	1
PART 1: UNDERSTANDING THE JOINT COMMISSION	9
Chapter 1: About The Joint Commission	.11
The Big Idea	
Key Concepts	
What Is The Joint Commission Enterprise?	.12
Your Partner in Safety and Quality	.14
Recommended Resources	
Chapter 2: Understanding Joint Commission Accreditation	
and Certification	19
The Big Idea	19
Key Concepts	19
What Are Joint Commission Accreditation	
and Certification?	.20
Eligibility Requirements	.25
Recommended Resources	.26
PART 2: UNDERSTANDING THE ACCREDITATION CYCLE	
AND SURVEY PROCESS	
Chapter 3: Preparing for an On-Site Accreditation Survey	
The Big Idea	
Key Concepts	29
The First Steps	30
Getting Started	
Working with Standards	.34
Survey Readiness	.38
Recommended Resources	
Tools to Try	.43
Chapter 4: The On-Site Survey	
The Big Idea	.45
Key Concepts	
What You Can Expect	
Tracer Methodology	51
Recommended Resources	.53
Tools to Try	5/

Chapter 5: After a Joint Commission Survey	55
The Big Idea	55
Key Concepts	55
The Scoring Process	56
Follow-Up Activities	59
Accreditation Outcomes	61
Recommended Resources	65
Tools to Try	65
Chapter 6: Maintaining Your Accreditation and	
Survey Readiness	67
The Big Idea	
Key Concepts	
Continuous Compliance	
Sentinel Event Follow-Up	
Organizational Changes and Accreditation	
Maintaining Safety by Staying Informed	77
Recommended Resources	
Tools to Try	82
PART 3: UNDERSTANDING JOINT COMMISSION-RELA	ATED
DATA	83
Chapter 7: Performance Measures and	
The Joint Commission	85
The Big Idea	85
Key Concepts	85
Constructing Measures	86
Accountability Measures	88
 ORYX® Measures 	90
Recommended Resources	92
Tools to Try	92
Chapter 8: Working with Data	93
The Big Idea	93
Key Concepts	93
Collecting Data	94
Reporting Data	96
Displaying Data	
Putting the Data to Work	101
Recommended Resources	

PART 4: UNDERSTANDING CHALLENGING STANDARDS	105
Chapter 9: Care, Treatment, and Services	107
The Big Idea	107
Key Concepts	107
Planning and Coordinating Care, Treatment,	
and Services	109
Assessment and Reassessment	111
Restraint and Seclusion	113
Operative or High-Risk Procedures	115
Safety Risks	117
Rights and Responsibilities of Care Recipients	118
Critical Challenges	
Recommended Resources	
Tools to Try	125
Chapter 10: Emergency Management	
The Big Idea	
Key Concepts	
Framework for Preparedness	128
Emergency Planning in Action	133
Critical Challenges	137
Recommended Resources	
Tools to Try	141
Chapter 11: Environment of Care	
The Big Idea	
Key Concepts	
Management Plans	
Risk Assessments	
Hazardous Materials and Waste	
Safety and Security	
Medical Equipment and Utilities	
Critical Challenges	
Recommended Resources	
Tools to Try	158
Chapter 12: Fire Safety and Life Safety	
The Big Idea	
Key Concepts	
Fire Safety and Life Safety Responsibilities	
Assessing Risks	
Interim Life Safety Measures	
Critical Challenges	
Recommended Resources	
Tools to Try	168

Chapter 13: Infection Prevention and Control	169
The Big Idea	169
Key Concepts	169
Infection Prevention and Control Program	
and Plan	170
Transmission of Infections	172
Managing IC in the EC	177
Critical Challenges	180
Recommended Resources	185
Tools to Try	185
Chapter 14: Leadership	187
The Big Idea	
Key Concepts	187
Leadership Structure and Responsibilities	
Role in Performance Improvement	189
Safety Culture	190
Operations and Change Management	193
Critical Challenges	195
Recommended Resources	198
Tools to Try	198
Chantar 15: Madiaction Management	100
Chapter 15: Medication Management	
The Big Idea	
Key Concepts	
Relationship to Other Standards	
Medication Management Processes	
Medication Errors	
Medication Reconciliation	
Medication Orders	
F High-Alert and Hazardous Medications	
Critical Challenges	
Recommended Resources	
Tools to Try	214
Chapter 16: Performance Improvement	215
The Big Idea	
Key Concepts	
Performance Improvement Approaches	
Improvement Infrastructure	
Improvement Team	
Improvement Opportunities	
 Improvement Recognition 	
Critical Challenges	
Recommended Resources	
Tools to Try	228

Chapter 17: Records and Information Technology	229
The Big Idea	229
Key Concepts	229
All About the Record of Care	230
Health Information Security	235
Verbal Orders	236
Informed Consent	239
Critical Challenges	241
Recommended Resources	242
Tools to Try	243
Chapter 18: Staffing	245
The Big Idea	245
Key Concepts	245
Sufficient and Well-Trained Staff	246
Staff Qualifications and Competencies	248
Credentialing and Privileging/Permitting	
Practitioners	249
Nursing Services	252
Critical Challenges	253
Recommended Resources	258
Tools to Try	258
Chapter 19: Testing and Transplants	
The Big Idea	259
Key Concepts	259
Waived Testing	260
Quality Control Checks	262
Transplants	263
Critical Challenges	264
Recommended Resources	268
Tools to Try	268
CLOSSADY	260