The Joint Commission 2016 Medical staff Standards Update

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Medical Staff Leadership: Seizing the Opportunity in Quality and Safety

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Objectives

Provide an overview of the Patient Safety Systems Chapter and the coming Patient Safety System Tracer
Discuss Ongoing Professional Practice Evaluation as a patient safety and performance improvement tool
Provide resources that you can use to educate and support medical staff in their safety and improvement process

The Chapter...

Describes an integrated patient safety system
Discusses how hospitals can develop into learning organizations
Explains how hospitals can continually evaluate the status and progress of their patient safety systems
The Chapter...

Describes how hospitals can work to prevent or respond to Patient Safety Events
Serves as a framework for hospital leaders to consult as they work to improve patient safety in their hospitals
Lists all standards and requirements that support a patient safety system

Patient Safety Systems

Strong leadership support
Patient activation
Safety culture
Validated methods to improve processes and systems
Proactive risk assessment
Interdisciplinary communication and collaboration
Use of integrated technologies that simplify processes

Role of Leaders

Promote learning
Motivate staff to uphold a fair and just safety culture
Provide a transparent environment in which patient safety events are honestly reported
Model professional behavior
Remove intimidating behavior that might inhibit a culture of safety
Provide the resources and training necessary to take on improvement initiatives
Learning Organizations
People continuously learn, and thereby enhance their capabilities to create and innovate.
Transparent, non-punitive approach to error reporting so that the organization can report to learn.
Fair and just safety culture enriched by sharing lessons learned.
Data driven improvement.

Fair and Just Safety Culture
Is a product of individual and group values, attitudes, perceptions, competencies, and patterns of behavior.
Fosters a cycle of trust, reporting, and improvement.
Eliminates intimidating and disrespectful behaviors.
Has a consistent and transparent process for evaluating accountability.

Data Use and Strategies
Data use and reporting systems.
Proactive risk reduction strategies.
Resources and tools.
Patient Safety Chapter Standards

APR.09.01.01  LD.03.03.01
APR.09.02.01  LD.03.04.01
EC.04.01.01   LD.03.05.01
HR.01.05.03   LD.03.06.01
IC.01.03.01   LD.04.01.01
LD.02.01.01   LD.04.01.05
LD.02.03.01   LD.04.04.01
LD.02.04.01   LD.04.04.03
LD.03.01.01   LD.04.04.05
LD.03.02.01

Total: 34 Standards

Patient Safety Chapter Standards

MM.07.01.03   PI.02.01.03
MM.08.01.01   PI.03.01.01
MS.08.01.01   RI.01.01.01
MS.09.01.01   RI.01.01.03
PC.03.05.19   RI.01.02.01
PI.01.01.01   RI.01.03.01
PI.02.01.01   RI.01.05.01
RI.02.01.01

Total: 34 Standards

Patient Safety System Tracer

Input collected from
- Advisory committees
- Focus groups
- Chief Executive Officers
- Consultants

Patient safety is a system of efforts
Need a tracer that pulls it all together
Stay tuned
So What Does This All Mean

To you as:
Hospital staff
Medical staff services professionals
Customers of your facilities

Accreditation and Patient Safety

A principle of patient safety science is to reduce variation by standardizing processes

Accreditation is fundamentally about this

Accreditation and Patient Safety

Standards emphasize developing a process and policy
Not paper – practice
It’s about what really happens
Accreditation and Patient Safety

Medical staffs too often miss (or decline) the opportunity to design the processes and policies that create or accommodate a smooth clinical process.

Accreditation and Patient Safety

OPPE as a performance improvement tool
- Strategic way to address patient safety
- Part of a continuum
- Way to engage medical staff
- Reinforce professionalism
- Ensure equity

OPPE: As a PI Tool

Selection of Metrics
Education, Simulation, Training, Coaching

Accuracy in Measurement
Departmental Review and Analysis
Physicians Review Performance Reports
OPPE: As a PI Tool

By medical staff for medical staff
Owning the process
Selecting the right metrics
  – Obtainable and meaningful
    • First OR start

OPPE: As a PI Tool

Physician Champions
Regular Review
  – MEC
  – Departmental
  – Individual

OPPE: As a PI Tool

Use the Data Effectively
  – Make decisions
  – Shape for outcome
    • Collegial learning
    • Corrective counseling
    • Privileging decisions
OPPE: As a PI Tool

Transparency
– Overcoming fear
  • How the data is used
– Group data
– Individual data

Competition
Celebrate successes

Available Resources

Physician Leader Forum

Held annually
Topics included:
– Setting the Stage for Zero
– Lessons Learned from the Nuclear Industry
– The CFO and CMO: Working Toward Zero
High Reliability Portal

Targeted Solutions Tool

Too New to Know
Questions?

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