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## Accreditation and certification

### Most challenging requirements in 2013

The Joint Commission collects data on organizations' compliance with standards, National Patient Safety Goals (NPSGs), the Universal Protocol for Preventing Wrong Site, Wrong Procedure, Wrong Person Surgery™, and Accreditation and Certification Participation Requirements to identify trends and focus education on challenging requirements. These data also help The Joint Commission identify risk areas to highlight in the Focused Standards Assessment (FSA) process. The table below identifies the top five Joint Commission requirements that were most frequently identified as “not compliant” in 2013 for accredited organizations and certified programs. For more information, see the [Frequently Asked Questions](#). (Contact: Standards Interpretation Group, 630-792-5900 or [online question form](#))

Non-compliance %age	Standard/NPSG	Description
<b>49%</b>	HR.02.01.03	<b>Ambulatory Care</b> The organization grants initial, renewed, or revised clinical privileges to individuals who are permitted by law and the organization to practice independently.
<b>38%</b>	IC.02.02.01	The organization reduces the risk of infections associated with medical equipment, devices, and supplies.
<b>37%</b>	MM.03.01.01	The organization safely stores medications.
<b>26%</b>	IC.01.03.01	The organization identifies risks for acquiring and transmitting infections.
<b>25%</b>	MM.01.01.03	The organization safely manages high-alert and hazardous medications.
		<b>Behavioral Health Care</b>
<b>38%</b>	CTS.03.01.03	The organization has a plan for care, treatment, or services that reflects the assessed needs, strengths, preferences, and goals of the individual served.
<b>24%</b>	HR.02.01.03	The organization assigns initial, renewed, or revised clinical responsibilities to staff who are permitted by law and the organization to practice independently.
<b>18%</b>	NPSG.15.01.01	Identify individuals at risk for suicide.
<b>15%</b>	CTS.02.01.05	For organizations providing care, treatment, or services in non-24-hour settings: The organization implements a written process requiring a physical health screening to determine the individual's need for a medical history and physical examination.
<b>14%</b>	EC.02.06.01	The organization establishes and maintains a safe, functional environment.
<b>14%</b>	HR.01.02.05	The organization verifies staff qualifications.
		<b>Critical Access Hospital</b>
<b>60%</b>	EC.02.03.05	The critical access hospital maintains fire safety equipment and fire safety building features.
<b>54%</b>	EC.02.05.01	The critical access hospital manages risks associated with its utility systems.
<b>49%</b>	LS.02.01.20	The critical access hospital maintains the integrity of the means of egress.

Non-compliance %age	Standard/NPSG	Description
47%	IC.02.02.01	The critical access hospital reduces the risk of infections associated with medical equipment, devices, and supplies.
44%	LS.02.01.30	The critical access hospital provides and maintains building features to protect individuals from the hazards of fire and smoke.
<b>Home Care</b>		
37%	PC.02.01.03	The organization provides care, treatment, or services in accordance with orders or prescriptions, as required by law and regulation.
25%	IC.02.04.01	The organization offers vaccination against influenza to licensed independent practitioners and staff.
24%	HR.01.06.01	Staff are competent to perform their responsibilities.
23%	PC.01.03.01	The organization plans the patient's care.
23%	HR.01.02.05	The organization verifies staff qualifications.
<b>Hospital</b>		
52%	LS.02.01.20	The hospital maintains the integrity of the means of egress.
52%	RC.01.01.01	The hospital maintains complete and accurate medical records for each individual patient.
48%	LS.02.01.10	Building and fire protection features are designed and maintained to minimize the effects of fire, smoke, and heat.
47%	EC.02.05.01	The hospital manages risks associated with its utility systems.
46%	IC.02.02.01	The hospital reduces the risk of infections associated with medical equipment, devices, and supplies.
<b>Laboratory and Point-of-Care Testing</b>		
72%	QSA.01.01.01	The laboratory participates in Centers for Medicare & Medicaid Services (CMS)-approved proficiency testing programs for all regulated analytes.
38%	HR.01.06.01	Staff are competent to perform their responsibilities.
37%	QSA.02.03.01	The laboratory performs calibration verification.
35%	QSA.08.04.01	The laboratory establishes workload limits for staff who perform primary cytology screening.
29%	DC.02.03.01	The laboratory report is complete and is in the patient's clinical record.
<b>Nursing Care Center</b>		
29%	HR.02.01.04	The organization permits licensed independent practitioners to provide care, treatment, and services.
22%	PC.02.03.01	The organization provides resident education and training based on each resident's needs and abilities.
21%	PC.01.02.03	The organization assesses and reassesses the patient or resident and his or her condition according to defined time frames.
18%	NPSG.07.01.01	Comply with either the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines.
17%	MM.03.01.01	The organization safely stores medications.
<b>Medicare/Medicaid Certification-Based Long Term Care</b>		
42%	HR.02.01.04	The organization permits licensed independent practitioners to provide care, treatment, and services.
28%	NPSG.07.01.01	Comply with either the current Centers for Disease Control and Prevention (CDC) hand hygiene guidelines or the current World Health Organization (WHO) hand hygiene guidelines.

16%	PC.02.03.01	The organization provides resident education and training based on each resident's needs and abilities.
15%	IM.02.02.01	The organization effectively manages the collection of health information.
14%	MM.01.02.01	The organization addresses the safe use of look-alike/sound-alike medications.
14%	WT.04.01.01	The organization performs quality control checks for waived testing on each procedure.
<b>Office-Based Surgery</b>		
64%	HR.02.01.03	The practice grants initial, renewed, or revised clinical privileges to individuals who are permitted by law and the organization to practice independently.
29%	IC.02.02.01	The practice reduces the risk of infections associated with medical equipment, devices, and supplies.
28%	MM.01.01.03	The practice safely manages high-alert and hazardous medications.
27%	MM.03.01.01	The practice safely stores medications.
24%	NPSG.03.04.01	Label all medications, medication containers, and other solutions on and off the sterile field in perioperative and other procedural settings.
<b>Advanced Certification for Palliative Care</b>		
57%	PCPC.4	The interdisciplinary program team assesses and reassesses the patient's needs.
29%	PCPC.3	The program tailors care, treatment, and services to meet the patient's lifestyle, needs, and values.
18%	PCPM.7	The program has an interdisciplinary team that includes individuals with expertise in and/or knowledge about the program's specialized care, treatment, and services.
14%	PCPI.2	The program collects data to monitor its performance.
7%	PCIM.2	The program maintains complete and accurate medical records.
7%	PCPM.6	The program maintains complete and accurate medical records.
<b>Disease-Specific Care Certification</b>		
22%	DSDF.3	The program is implemented through the use of clinical practice guidelines selected to meet the patient's needs.
19%	DSDF.2	The program develops a standardized process originating in clinical practice guidelines (CPG) or evidence-based practice to deliver or facilitate the delivery of clinical care.
12%	DSSE.3	The program addresses the patient's education needs.
12%	DSDF.1	Practitioners are qualified and competent.
12%	DSCT.5	The program initiates, maintains, and makes accessible a health or medical record for every participant.
<b>Health Care Staffing Services Certification</b>		
12%	HSHR.1	The HCSS firm confirms that a person's qualifications are consistent with his or her assignment(s).
7%	CPR 5	The staffing firm submits performance measurement data to The Joint Commission on a routine basis.
6%	HSLD.9	The HCSS firm addresses emergency management.
6%	HSHR.6	The HCSS firm evaluates the performance of clinical staff.
4%	HSHR.3	The HCSS firm provides orientation to clinical staff regarding initial job training and information.
4%	HSLD.5	The services contracted for by the HCSS firm are provided to customers.

## Joint Commission Resources

### New: Updates to accreditation and certification standards

The Joint Commission is planning two updates to accreditation and certification manuals this spring. The first update, which is available now, includes changes to the *E-dition*<sup>®</sup> for the behavioral health care, critical access hospital, disease-specific care, home care, and hospital programs. The second update, to occur in late May, will reflect revisions effective July 1, 2014, and the following programs will receive updates: ambulatory care, behavioral health care, critical access hospital, home care, hospital, laboratory, nursing care center, office-based surgery (*E-dition* update only), and disease-specific care. Accredited organizations and certified programs can access the standards for free on their Joint Commission Connect™ extranet site via *E-dition*. Print, online manuals and other accreditation resources are available for purchase through the [JCR Store](#) or by calling 877-223-6866. For customer questions or concerns, call 888-527-9255 or email [JCManuals@jointcommission.org](mailto:JCManuals@jointcommission.org).

## Resources

### New on the web

- [JCR 2014 Emergency Preparedness Conference: May 7-8](#), Lake Buena Vista, Fla.
- **Blog posts:**
  - *@ Home with The Joint Commission: [Learning to speak the language of today's health care.](#)*
  - *Musings...Ambulatory Patient Safety: [Asked & Answered – Questions from Ambulatory Care Conference attendees.](#)* John Maurer, SASHE, CHFM, CHSP, Joint Commission engineer, answers environment of care questions.

Learn more about Joint Commission Resources' education programs and publications at [www.jcrinc.com](http://www.jcrinc.com) or call 877-223-6866.

