

**Meet C&A at
the VAHQ
Annual
Conference!**

Look for C&A at the Virginia Association of Healthcare Quality [Educational Conference on November 4-5, 2010 in Richmond, VA.](#)

Contact C&A for more information:
Phone (704) 573-4535 or
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**2011 C&A
Webinar Series**

Courtemanche & Associates webinars are an excellent way for your organization to stay up to date on the latest accreditation and regulatory news, changing standards, and best practices for compliance throughout the year.

[Click Here](#) to download the registration form and learn more about this exciting series.

Were You Aware?

- At last count (October 2010), there were 296 Standards and 1,717 Elements of Performance (EP) in The Joint Commission Comprehensive Accreditation Manual for Hospitals. The Provision of Care chapter holds the most EPs with 282, but the related chapters of Environment of Care, Emergency Management and Life Safety combined contain 483 EPs. The volume of requirements requires an ongoing approach to accreditation readiness.
- Reminder that the definition of “tissue” that falls under TJC’s requirements for transplant and tissue safety (TS) is quite broad. Refer to the accreditation manual for a complete list.
- As we approach the end of the year, where does your organization stand with these new expectations in the hospital accreditation program?
 - MS.01.01.01, EPs 1-36 related to medical staff structure, bylaws and rules and regulations become effective March 31, 2011. Due to the lead time required to get the required approvals for changes to these documents, organizations should be well into that process at this time. See the August edition of C&A News for more guidance on these requirements.
 - Patient-Centered Communication requirements become effective January 1, 2011. However, 2011 will be “learning year” and RFIs related to these requirements will not play into accreditation decisions until 2012. New and revised EPs can be found in the Human Resources, Provision of Care, Record of Care and Patient Rights chapters. Look to an upcoming edition of C&A News for more information on this issue.
- Related to new requirements, don’t forget about the new Care, Treatment and Services (CTS) chapter in the behavioral health accreditation program. Those requirements are effective January 2011.
- Organizations seeking Initial Accreditation from TJC should create a timeline to assure key milestones, such as policy and procedure development, staff education and facilities assessment and improvements, are achieved.

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C&A's Center for Survey Response

[Click Here](#) to learn more about C&A's Center for Survey Response and Recovery and how this service can help your organization navigate the post-survey process.



What to Expect During Survey

Whether it's your first Joint Commission survey or you've lost count and whether you are the CEO or a staff nurse, the experience can be anxiety-producing! Knowing what to expect from survey and what your responsibility is key to reducing that stress and contributing to a successful survey.

As those responsible for survey coordination, quality and patient safety, it's often up to you to know the latest, create the survey response plan and guide the troops. So, here are a few observations we've learned from clients who've recently been surveyed:

- Surveyors are comparing the sites, services and locations to those most recently reported on the organization's application. Any discrepancies are being scrutinized. Note that in accordance with Accreditation Participation Requirement, APR.01.03.01, TJC must be notified of any changes to the application within 30 days.
- There is continued focus on assessment processes including H&P, pain and restraint.
- Seems like use of unapproved abbreviations is on the rise again!
- Not all organizations are conducting annual proactive risk assessments for the Environment of Care.
- Fire drill documentation for off-site ambulatory locations is often unavailable (or drills are not being done).
- There is a need to coordinate closed record review as surveyors must review the greater of 30 records or 10% of the average daily census for every organization.
- Focus on discharge planning and instructions.
- Environment of care inspection, maintenance and testing documentation continues to be problematic for organizations. Often it is incomplete or organized in a way where the data is not easy to find.

Surveyors continue to have a collegial and educational approach as they work with staff, physicians and leadership throughout the survey process. But remember – it's their job to determine areas of non-compliance! So remind staff to be vigilant throughout the survey process and to demonstrate the quality care and adherence to patient safety practices that the live every day!

To learn more about recent survey activity and strategies to best position your organization for a successful survey, register for C&A's December 13th webinar, "Update on TJC Survey Process & Activities" by calling 704-573-4535.

Hello and Goodbye

Staffing Changes at C&A

Please join us in welcoming two new members of the C&A team! Elizabeth Owen is our new Client Relations & Marketing Manager responsible for client relations management, marketing, sales and public relations. She assists clients with proposals, contracts, scheduling, and agenda development.

Elizabeth has a strong background in marketing and attended the University of North Carolina Chapel Hill where she majored in Communication. She can be reached at elizabeth@courtemanche-assocs.com, 704-573-4535.

We'd also like to welcome Client Relations Specialist, Lauren Hannan, to the C&A team. Lauren provides client relations, marketing, and public relations support. In this role, she assists with C&A publications, information technology, and communications.

While attending Louisiana State University, Lauren worked with various non-profit organizations in her local community helping them to increase membership and promote their mission. Lauren can be reached at 704-573-4535, lauren@courtemanche-assocs.com.

Also, please join us in sending well wishes to Laura Rabell, Director of Client Relations, as she pursues an exciting new career opportunity. We thank Laura for her many contributions to the company over the last four years and wish her the best of luck in all future endeavors!

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