



The Infrastructure to Support Safe Patient Care

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Learning Objectives

At the conclusion of this presentation, you should be able to:

- ❖ Understand the mindset of the surveyor and survey process
- ❖ Identify key risk points in an ASC (key areas for a successful survey)
- ❖ Review high risk areas identified in Ambulatory Surgery Centers

Part I

Ambulatory Surveyor and the Survey process

Ambulatory Surveyor

- 1. Collaborative/collegial approach: Encourage questions and discussion**
- 2. Transparency: Communicate findings throughout the survey**
- 3. Identifies goals; “What will make this survey the most meaningful and value-added?”**
- 4. Types of surveys: Initial survey:**
 - Risk identification
 - New to the standards?
 - Set organization up for success (Track record requirements next survey)**Triennial survey:**
 - Risk identification
 - Challenge and assist toward ‘High reliability organization’
 - ‘Collaborative educator’ (on every survey)

Survey Process Objectives

- **Validate standards compliance** and CMS requirements for deemed programs
- **Provide a meaningful assessment** of risk (both known and unknown)
- **Inspire and encourage** improvement through engagement and dialogue with staff, physicians, and leaders
- **Assist in the journey** toward high reliability and a Culture of Safety

Joint Commission's Vision



All people always experience the safest, highest quality, best-value health care across all settings.

Part II

Key Risk Points in an ASC

Safe, High-Quality Care Depends on:

- ❖ A culture that fosters safety as a priority
- ❖ Planning & provision of services around the patient
- ❖ Availability of resources (staff/equipment
- ❖ Competency of staff and providers
- ❖ Continuous evaluation of data / metrics & performance improvement



Top Ten for Success

- Keep **your** mission first
 - **Patient-centered**
 - **System processes**
- Understand **TJC** mission on your behalf
 - **Partnership** to reduce risk in healthcare
 - Surveyors are 'rooting for you.'
 - Staffs biggest goal is to 'breathe and brag.'

Know 3 Biggest ASC's Risks:

- Ruling out the inappropriate patient
 - Pre-assessment testing (PAT)
 - Specialty populations
 - Admission criteria
 - Screenings (*“EKG for those over...”*)
 - Pre-sedation assessment

Biggest ASC's Risks continue:

■ Doing what you are suppose to do when you are suppose to do it

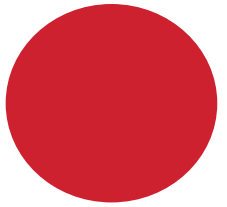
- Patient monitoring/Discharge
- Credentialing/Privileging
- Environment of Care
- Infection Control
 - Sterilization/HLD
 - Instructions for Use (MIFU's)
 - Clinical Practice Guidelines

Biggest ASC's Risks continue:

■ Urgent / Emergent Response

- According to equipment leaders have chosen
- According to training and roles set by leaders
- According to certifications required by leadership

High-Risk Requirements for Improvement (RFIs)

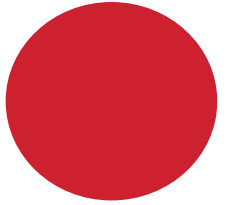


Provision of Care, Treatment, and Services

Trends, Patterns and Themes

- Lack of patient pre-sedation evaluation prior to surgery
- Screening and assessments
- Patient monitoring
- Lack of discharge assessment

High-Risk Requirements for Improvement (RFIs)

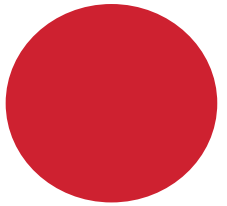


Environment of Care

Trends, Patterns and Themes

- Lack of testing of back-up power when providing anesthesia
- Preventative maintenance on high-risk equipment
- Incorrect critical air pressure relationships
- Fire drills, exit and egress light issues

High-Risk Requirements for Improvement (RFIs)

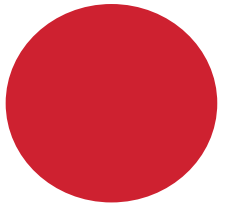


Infection Prevention and Control

Trends, Patterns and Themes

- Lack of proper decontamination, disinfection or sterilization of surgical instruments: improper sterilization time or temperature
- Lack of proper high-level disinfection (HLD)
- Lack of proper storage of sterilized medical instruments
- Lack of bi-directional tracking of instruments undergoing sterilization or HLD
- Not following instrument instructions for use (IFU)

High-Risk Requirements for Improvement (RFIs)

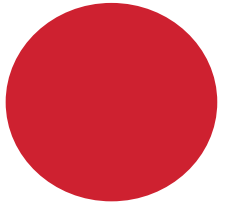


Medication Management

Trends, Patterns and Themes

- Look Alike - Sound Alike medication issues
- High Alert medication issues
- Concentrated electrolytes in the crash cart without alerts
- Labeling of syringes when transferring and leaving syringes
- Temperature issues related to medication storage

High-Risk Requirements for Improvement (RFIs)



Leadership

Trends, Patterns and Themes

- Lack of leadership oversight and implementation of policies
- Lack of governing body and leadership holding staff accountable
- Setting expectations and evaluating for contract services
- Leadership infrastructure issues

Leadership and Performance Improvement



- ❖ Patient Safety & Performance Improvement are fundamentally linked
- ❖ Adverse events are avoided as leaders 'keep their fingers on the pulse' of key patient care processes
- ❖ The biggest impact: Leaders creating and maintaining a culture of safety (LD 3.01.01)



Thank You. Questions... Comments?

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