

The Joint Commission Update

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Alameda Health System

TJC Triennial Survey & Follow Up

Feb 24 – 28, 2020

AHS Triennial Survey

- Conditional Level Findings: Governing Body, Environment of Care, Infection Control, Surgical Services & Patient Rights.

Apr 14, 2020

Evidence of Standards Compliance Accepted

Nov 17, 2020

Medicare Deficiency Survey

- Two surveyors: Engineer & Nurse Generalist
- To clear the Condition Level Findings

Nov 18 - 20, 2020

Preliminary Denial of Accreditation ReSurvey

- Same two surveyors: Engineer (2 Days) & Nurse Generalist (3 days)
- To validate corrective actions

Office of Quality & Patient Safety Survey

Nov 19, 2020: “For-Cause Survey”

- To investigate concerns around gender bias, work stoppage, governance changes, and quality of care
- Survey included:
 - Speaking with leadership
 - Reviewing compliance and event reporting process, quality and culture of safety data
 - Examining data and processes from work stoppage including safety events and staffing ratios
 - Reviewing code of conduct policy and PPE dashboard
 - Holding a listening session for three hours with individual staff and provider.

Survey Findings

Medicare Deficiency Survey (Final)

- ALL Conditional Level Findings cleared
- Five standard level findings: One EC, One LS, One NPSG, Two IC
- 10 days to submit clarification, 60 days to submit ESC

Preliminary Denial of Accreditation ReSurvey (Prelim)

- Seven findings: One EC, One LS, One MM, One NPSG, Three PC
- **Dec 2**: TJC Accreditation Council will review AHS Core accreditation status

Office of Quality & Patient Safety Survey (Prelim)

- No findings

Lessons Learned

- Humility to recognize opportunity & courage to lean in, learn and improve
- High Reliability: Preoccupation with Failure & Sensitivity to Operations
Process Failures are Addressed Immediately & Completely
Every Voice Matters
- Intrinsic Motivation: Autonomy, Mastery, Purpose
- “Coming together is a beginning. Keeping together is progress. Working together is success.” Henry Ford
- “Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution. It represents the wise choice of many alternatives.” William Foster