

March 3, 2009

Superintendent's Message: Successful Joint Commission Survey

As you know surveyors from the Joint Commission were on site this past week at the Salem and Portland campuses.

Using The Joint Commission's tracer methodology, the four surveyors visited many areas of the hospital and focused on our processes related to patient safety, assessment and care/services, information management, medication management, and communication. Special meetings were held with groups of employees to discuss processes for infection control, management of the environment of care, medication management, credentialing and privileging, competency validation, and medical record documentation. Leaving no stone unturned, they even evaluated how we maintain license and immunization records for the dogs that exist on our campus.

The five-day survey was led by Dr. Donald Geeze, who expressed a wish to revisit the hospital in three years to observe our progress on our multiple improvement initiatives. He said that we have the potential to become one of the best state hospitals in the country. The survey team also included Virginia Jordan, MSN, RN; Dyana "Dee" Troester, MA, MSN; and Byron Kitagawa, a life safety specialist.

At an exit conference held Friday afternoon, the four surveyors shared their preliminary report. Four "direct impact" findings were discussed, primarily related to how we use the data that we collect for performance improvement and how we can standardize some of our processes and create a more integrated organization. Although the criteria has changed some since,

Organizations are typically allowed to have 13 "direct impact" findings before accreditation status is affected. In contrast, TJC identified 19 areas needing improvement at OSH in August 2006.

The final report from TJC should be received in the next two weeks, but it appears from all indications that we will continue to fully accredited.

Surveyors were very complimentary of OSH staff, and our dedication to the patients we serve. In particular, I want to thank those who served as day-long escorts for the surveyors over the five days;

Ted Ficken, Angelika Schmoll, Nancy Frantz-Geddes, Mesme Tomason, Arthur Tolan, Maria Prokhorova. MD, John Hamilton, and Todd Eisenberg, MD.

Again, thanks to all of you and expect an update on TJC in about forty-five days.