

A Day in the Life of a Joint Commission Surveyor

Get a behind the scenes look at what happens on survey day.

November 15, 2023



Participating in Today's Call: Attendee Control Panel

The image displays two screenshots of the GoToWebinar Attendee Control Panel. The left screenshot shows the 'Audio' section with 'Computer audio' selected and a 'MUTED' indicator. Below it are dropdown menus for 'Transmit (Plantronics Savi 7xx)' and 'Speakers (Plantronics Savi 7xx)'. A 'Questions' section is visible at the bottom with a text input field containing '[Enter a question for staff]' and a 'Send' button. The right screenshot shows the 'Audio' section with 'Phone call' selected. It displays 'Dial: +1 (942) 247-8421', 'Access Code: 649-528-198', and 'Audio PIN: 00'. Below this is a 'United States' dropdown menu and a 'Problem dialing in?' link. The word 'or' is placed between the two screenshots. Three teal-bordered callout boxes provide instructions: 'Listen in through computer audio. Headset recommended.' points to the 'Computer audio' option; 'Select Phone Call to see the number to call, Access Code and PIN' points to the call details; and 'Type your questions or just say hello here.' points to the question input field.

Listen in through computer audio. Headset recommended.

or

Select Phone Call to see the number to call, Access Code and PIN

Type your questions or just say hello here.



Wade Parker, RN, MHA

Associate Field Director, Ambulatory and Office Based Surgery

What did you do before
you were a Joint
Commission surveyor?

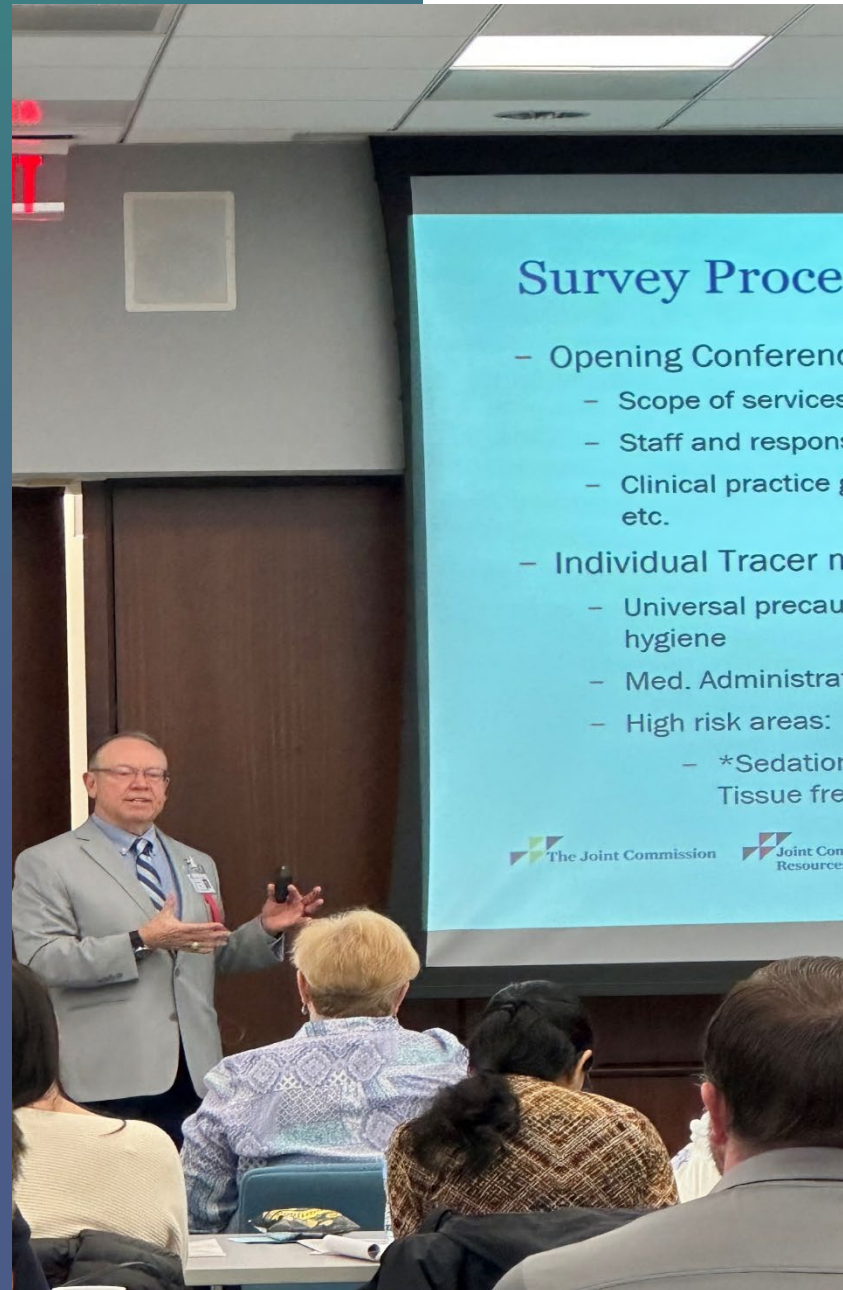
Education

- ✓ BSN, Creighton University
- ✓ MHA, Texas Woman's University (TWU)

Previous Roles

- ✓ Director of Quality and Risk
- ✓ Director of Outpatient Services
- ✓ ASC Quality Manager
- ✓ ASC Administrative Director

Why did you decide to
become a Joint
Commission surveyor?



Survey Process

- Opening Conference
 - Scope of services
 - Staff and respons
 - Clinical practice g... etc.
- Individual Tracer m...
 - Universal precaut... hygiene
 - Med. Administrat...
 - High risk areas:
 - *Sedation Tissue free...



“It was a natural fit.”

Poll: Would you consider becoming a Joint Commission surveyor?

What's life like as a
surveyor?

- A lot of travel as a full-time surveyor
- The invaluable opportunity to meet many amazing, hard-working people who do a lot with limited resources to do the right thing for their community
- Witness many patient safety and quality best practices that can be passed on to other organizations
- See cutting-edge technology



Poll: Joint Commission surveyors travel every week, covering the entire United States. What part of the US are you from?

Can you tell us about the training a Joint Commission surveyor goes through?



- **New field representative orientation**
- **Preceptorship**
- **Monthly training**
- **Assigned training modules**
- **Rounding check-in calls**

Can you walk us through
what survey day looks
like?

Opening Conference

- Mission/goals/scope of services
- Staff and responsibilities/oversight/24-hour access
- Clinical practice guidelines, CDC, AAMI, etc.

Individual Tracer Methodology

- Patient assessment
- Medication administration
- High risk areas: sedation, sterilization, high level disinfection

Infrastructure

- Training, orientation, and competence
- Data collection, aggregation/evaluation/reporting
- Leadership oversight, investigation, and response

If a surveyor comes across a finding, can you talk about how the surveyor approaches the finding?

- How serious and widespread is it?
- Get validation from the handler at the organization-
this is not a “got ya” session.
- Confirm expectation/clarify if misunderstood.

Poll: Are you familiar with The Joint Commission SAFER[®] Matrix?

Can you talk about the SAFER[®] Matrix? How do you use it during survey? Can it be used after survey?

SAFER[®] Matrix

Likelihood to harm a patient/visitor/staff	<i>ITHS</i>			
	<i>HIGH</i>			
	<i>MODERATE</i>			
	<i>LOW</i>			
		<i>LIMITED</i>	<i>PATTERN</i>	<i>WIDESPREAD</i>
		Scope		

* - Indicates that an override to Likelihood to harm a patient/visitor/staff and/or Scope has been applied.

Why would an
organization consider
Joint Commission
accreditation?

Patient safety is the right thing to do.



Questions?

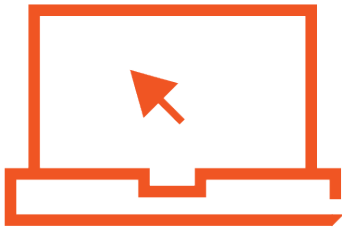
Reach out to business development to get started



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www.jointcommission.org/AHCProgram

Thank you!