The Joint Commission

Joint Commission Readiness

Continuing the questions that The Joint Commission might ask you during the survey, this week the focus is on processes to assure patient needs are met in a timely manner. These questions will coincide with “mock surveys” that will be conducted on the units beginning in this month.

Remember, it is okay to not know the answer to their questions, however instead of saying, “I don’t know”, “I am just a detailer on this unit”, or “I just work here”, respond by telling them, “I am not sure of that answer, but I will find out and get back with you.”

Question: How are pharmacy services provided when the pharmacy department is closed or otherwise not available?

Response: Describe our process to obtain needed meds (night cart, procure from CVS, KDH, etc.) When the pharmacy is closed on nights, weekends, or holidays, medication is available in an automated dispensing terminal. There are six (6) automated dispensing terminals in Madison State Hospital. A new medication may be required during the hours in which pharmacy is closed. During the closed hours, a new medication order will be entered in the medication order entry software. The medication will be available from the automated dispensing terminal once the new medication order is approved by the pharmacist on-call. There is an approved list of medication that may be administered for psychiatric and/or medical emergencies. This approved list is known as the First Dose Approved Medication List. Medications on this list do not require pharmacist approval prior to administration.

Question: What processes have been implemented to provide for the exchange of appropriate patient care and clinical information when patients are admitted, referred, transferred or discharged?

Response: Admission: Referral packet with required elements, scan folder for admissions, in both shared network folder (Admit Packet > in “Date – patient name” folder) and EMR under “preadmission”. Discharge: (Remember, this is a Core Measure for ORYX) Describe our discharge process and all the information in our discharge “packet” that is sent to CMHC, patient, families. See DISCHARGE FORM GUIDELINES (\fss39sf2\projects\Clinician Record Forms\DISCHARGE FORMS).

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Reference the “Multi-disciplinary Discharge Instructions”, “Discharge Continuing Care Plan Record” (signed by provider at discharge), “Social Service discharge information” sheet, Stress that a Physician Discharge Summary goes to the next level of care ON THE DAY OF DISCHARGE.

Referred/transferred- Describe the information that goes to the community hospital/special medical consult. (i.e. Interagency Nursing summary, med sheets, “Outside Medical Services Transport Record”, etc.) Remember to note that we continue in as a “hybrid” record system, with all of above information currently being continued in paper format but ALSO being entered in the EMR.

**Question:** Are services available in a timely manner to meet patient’s needs?
**Response:** Describe how we get immediate consults for Speech, OT, PT, stat lab work-telephoned results, ER visits to KDH.

**Question:** Has the unit implemented the organization's security management plan?
**Response:** Talk about locked units/areas on the unit-med rooms, employee bathrooms, ID badges, visitor registration, procedures to follow when suspicious activity noted.

**Question:** Does each staff member participate in ongoing in-service education sessions and other related training to increase his or her knowledge of specific work-related issues?
**Response:** Describe pharmacy updates, educational data intake sheets, physician provided articles and discussions/trainings regarding psychiatric/medical issues, Infection Control articles, Performance Improvement Updates.

**Question:** Is there documented justification when assessed clinical problems or needs are not addressed?
**Response:** Describe how we document (treatment plan, assessments, progress notes) when we “defer” a problem.

Keep in mind that the survey is a learning experience and an opportunity for us to improve the programming and services we provide to the patients on a daily basis. Don’t be afraid or overwhelmed by it!

Mitzi Lawson
Director of Performance Improvement

Debbie Woodfill, RN, BSN, MHA, our Joint Commission Readiness Consultant, presented an inservice in the auditorium on 2/28/19 to BHRA staff on the topic, “The Joint Commission’s Review of Most Frequently Cited Elements of Performance”. The next opportunity to attend the inservice will be Thursday, 3/7/19 at 8:30 in the auditorium.
Preheat oven to 350 F. Bring about 3 liters of water to the boil in a big pot. Heat a large pan over medium heat. Peel and finely chop shallots and garlic. Set aside. Wash and deseed zucchini by using a spoon and spooning out the seeds, then dice into pinky finger-nail small pieces. Add a dollop of olive oil to pan and then add chopped shallots and garlic. Sauté until translucent. The water should now be boiling, add shells to boiling water and stir every once in a while to avoid sticking together. Cook as long as instructed on package (usually 10 minutes). Add ricotta, parmesan, cream, salt and pepper to pan mix well and bring to the boil. Once boiling remove one cup of the sauce and pour onto the bottom of an ovenproof dish. Add zucchini and spinach to pan and cook for about 2 minutes, then remove from heat. Drain shells and immediately rinse with cold water to avoid from sticking together. Fill shells with filling by holding in one hand and filling with a spoon and then place on the ricotta sauce layer in the ovenproof dish. Bake for 15 minutes. While shells are baking, deseed tomato and cut into small cubes. Decorate shells with cubes and serve immediately.

Please, welcome Darleen Connolly as our pianist for The Gathering!

Darleen has been playing the piano at The Gathering for the past 4 weeks, and she has agreed to be our volunteer pianist. Darlene is a member of North Madison Christian Church, and a native of Jefferson County. She has given back to her community in many different ways from starting the Hanover College Office of Alumni Relations in 1991, and retiring as a Campaign Associate for Hanover College's Office of Development, to her community service as a United Way Board Member and serving as a guardian ad litem with Southeastern Indiana Voices for Children.

**Spinach and Ricotta Stuffed Shells**

By Green Healthy Cooking

**Ingredients:**
- 16 large shells
- 3 small shallots
- 4 cloves garlic
- 2 cups ricotta
- 1 cup grated parmesan
- 4 cups fresh baby spinach
- 1 large zucchini
- 1 large tomato
- 1 1/4 tsp sea salt
- Pepper

**Instructions:**

Preheat oven to 350 F. Bring about 3 liters of water to boil in a big pot. Heat a large pan over medium heat. Peel and finely chop shallots and garlic. Set aside. Wash and deseed zucchini by using a spoon and spooning out the seeds, then dice into pinky finger-nail small pieces. Add a dollop of olive oil to pan and then add chopped shallots and garlic. Sauté until translucent. The water should now be boiling, add shells to boiling water and stir every once in a while to avoid sticking together. Cook as long as instructed on package (usually 10 minutes). Add ricotta, parmesan, cream, salt and pepper to pan mix well and bring to the boil. Once boiling remove one cup of the sauce and pour onto the bottom of an ovenproof dish. Add zucchini and spinach to pan and cook for about 2 minutes, then remove from heat. Drain shells and immediately rinse with cold water to avoid from sticking together. Fill shells with filling by holding in one hand and filling with a spoon and then place on the ricotta sauce layer in the ovenproof dish. Bake for 15 minutes. While shells are baking, deseed tomato and cut into small cubes. Decorate shells with cubes and serve immediately.

**DBT Skill:**

**Remembering to Work With the Moment We Have**

Remaining Mindful is necessary so that we can remember to use our own skills. In order to effectively interact with others, we need to also work with where they are, right now – not how they were yesterday or how we hope (or think they should be) next. We simply have to remember that if we take care of every moment, as it is right here, right now, the future will take care of itself.

Dr. Pam Guthrie, Psychologist