



FLASH FRIDAYS

February 10, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.



THE JOINT COMMISSION IS COMING SOON! OUR SURVEY WINDOW IS FEBRUARY 5, 2023 – AUGUST 5, 2024

THE TRACER METHODOLOGY

The Joint Commission (TJC) conducts surveys using tracer methodology which follows the experience of care, treatment, or services of individuals through the organization's entire healthcare delivery process. There are two types of tracers – individual tracer activity (patient tracers) and system tracer activity. Additionally, there are also tracers that are program-specific tracers, which will use the individual or the system tracer methodology.

INDIVIDUAL TRACER ACTIVITY (PATIENT TRACERS)

- TJC evaluates compliance with standards related to care, treatment, and services provided to a patient. The surveyor will follow the path of a selected patient through the organization; for example, a patient in the Inpatient Behavioral Health Hospital, a patient who receives Outpatient care, or a Community Treatment client.
- All Employees, physicians, and departments caring for the patient and family, directly or indirectly, may be interviewed by the surveyor.
- Duration of a tracer is typically 60-120 minutes.
- The surveyor may interview employees about intra/inter-departmental communication (i.e. handoffs), use of data, flow of patients, National Patient Safety Goals, patient education, team member orientation, education and competency, medication processes, infection control processes, treatment planning, etc.
- Patients and families may be interviewed as well.

SYSTEM TRACER ACTIVITY

- System tracers explore high-risk system processes common to healthcare organizations (for example medication management, infection control, emergency management, restraint, seclusions and the use of data).
- These include scheduled interviews that involve leadership, directors, and managers. However, these may also result in a patient tracer activity at the end of the interview. For example, during a medication management interview, the surveyor could request a follow-up patient tracer activity on a patient receiving medication management, Outpatient injections, or Inpatient Pharmacy Medication processes to validate our process.



PROGRAM-SPECIFIC TRACERS

The goal of these tracers is to identify risk points and safety concerns within different levels and types of care, treatment or services. Program-specific tracers focus on important issues relevant to the organization — such as clinical services offered and high-risk, high-volume patient populations.

The biggest strength of the surveys are YOU!

Questions? Contact your manager or team leader and ask them about your role in the survey process.