



FLASH FRIDAYS

March 31, 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! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024



HUMAN RESOURCES & THE JOINT COMMISSION

The World Health Report 2000 – Health Systems: Improving Performance states that human resources is the most important contribution to the quality of healthcare because “the performance of healthcare systems depends ultimately on the knowledge, skills, and motivation of the people responsible for delivering services.” The Joint Commission has standards on human resources to address the organization’s responsibility to establish and verify employee qualifications, orient employees, and provide employees with the training they need to support care, treatment, and services the organization provides. It is also the responsibility of the organization to assure **all employees** have continued competence and performance evaluations.

What is MY responsibility as a Team Member to ensure compliance with The Joint Commission human resource standards?

- **Complete Annual Required Training & Computer- Based Learning** in the learning management system (LMS) by the required due date.
- **Satisfy professional licensure & certification renewals** required for your position.
- **Complete recertifications** as required by your position.
- **Attend annual and/or ongoing training** to maintain or increase your competency for your department, i.e. skills fairs, unit education, in-services.

During training file audits, in preparation for The Joint Commission survey, you may be requested to complete additional training or competency check-off to assure there is proper documentation. This documentation verifies that you are qualified to perform your job.

Accessing the Learning Management System (LMS)

Every employee should be familiar with the LMS and how to navigate the web-based system. When you log in you can review any required competencies or trainings that you need. You should log in and check for any incomplete training at least every two weeks to ensure you are up to date and compliant on training and competency requirements.

On any network computer, click on the UltiPro (UKG) icon on your desktop to log into the LMS. If you are having technology issues or are having trouble opening/viewing items in the LMS you can contact CCIT at **715-261-6710 (ext. 6710)**.



If you need additional help or have questions about content or navigation in the LMS you can contact Learning & Development. Contact Curt Matsche at **cmatsche@norcen.org**.

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