Preparing for Survey Readiness

Tips and Tools for a Successful Accreditation Survey

April 7, 2014

MANAGEMENT OF HUMAN RESOURCES

Joint Commission Requirements
The Management of Human Resources function identifies and provides the appropriate number of competent staff to fulfill the mission of University Hospital and to meet patient needs.

In this area, The Joint Commission requires health organizations establish consistent standards for the following processes:
• Planning
• Providing competent staff
• Assessing, maintaining and improving staff competence
• Promoting self-development and learning

These process do not apply solely to the Human Resources Department. All hospital leaders participate in this process and support the management of the Human Resources function.

Some Questions You May Be Asked....

Q: What types of orientation did you receive when you were hired? What were some of the topics?
A: You attended a hospital-wide, New Employee Orientation and a Department Orientation.

The New Employee Orientation covered the history and mission of University Hospital; patient rights and confidentiality (including HIPAA regulations); how to report an incident; provision of culturally competent care; environment of care; general safety; fire safety; hazard communication; emergency management; security; infection control; our Corporate Compliance program; University Hospital’s policies on Employee Equity; and sexual harassment.

Department Orientation included information about your job description/responsibilities; departmental policies and procedures; fire and safety procedures in your department; and other information specific to your department/position.

Q: Where is your job description and most recent performance appraisal located?
A: You have a copy and/or your department and Human Resources have copies. (If necessary, contact your manager to obtain a copy of your job description and performance appraisal).

Q: What tools are used to determine your competencies (the skills, knowledge and behaviors needed to perform the duties of your job)?
A: The Annual Performance Appraisal and the Competency Review for direct patient care providers are used to determine competency. Competencies are also determined through demonstration and observation of your daily work, as well as audits, checklists and proficiency testing.

Q: How do you get performance feedback?
A: Feedback is obtained through performance evaluations, self evaluations, physician feedback, patient/customer feedback and meetings with your manager/supervisor.

Q: What tools does University Hospital offer to help you improve your performance?
A: University Hospital offers the following tools to improve your performance: Learning and Development programs; tuition assistance; continuing education activities; department in-service education; seminars; meetings and discussions with a supervisor; and the Employee Assistance Program (EAP).

Safe Practices at University Hospital
Adopted by the UH Patient Safety Committee

Identify all patients using two identifiers and a smile.

Note: The 2 patient identifiers used at UH are:
• Inpatient: Name and Medical Record Number
• Outpatient: Name and Date of Birth
Preparing for Survey Readiness is produced by the Public Affairs Department. For questions or contributions, please contact Kitty Donohue at 2-2365 or donohucm@uhnj.org

Q: How does your manager or supervisor assess your competency?

A: Competency may be determined through direct observation of skills and/or a review of documentation; through the Performance Appraisal process; and through quality improvement activities that identify performance or skills that need to be improved. Your manager may use additional methods.

Q: What in-service and continuing-education activities have you attended in the past year that help you take care of, or provide services to, your patients or customers?

A: Employees who are asked this question need to keep the following in mind: be prepared to give examples from your in-service and training records. Examples would include: new equipment training; new treatments/care techniques or procedures; new technology; new information specific to the customers or patients; compliance and mandated regulatory training; skill development; ACLS/BCLS training; computer training; and safety training.

Q: Can you request not to participate in an aspect of patient care? Under which circumstances?

A: Yes. This request should be based on your religious or cultural beliefs and must not jeopardize the care of the patient. The request must be made to your supervisor, and you must provide patient care until you have been excused.

Your supervisor will assess the patient care needs, your objections, and decide “what should be done to ensure that patient care is not negatively impacted.” Another employee will then step in to care for the patients.

Q: Who needs a copy of your most current professional license on file to ensure that you are qualified to perform your duties?

A: Human Resources initially, then your department maintains the current license on a regular basis.

Emergency Codes

Non-Medical Emergencies: 222
Medical Emergencies: 111

“Code Red + Location” - Fire
- All floors must clear the hallways and close all doors.

Remember...

R-A-C-E (fire instructions)
Rescue - Alarm - Contain - Extinguish

P - A - S - S (for fire extinguishers)
(Pull - Aim - Squeeze - Sweep)

“Code Red All Clear” - Fire alarm has been cleared.
- Resume activities.

“Code Triage in the Command Post” - Internal Disaster
- Return to work area. Do not use phones.
- Implement department/unit responsibilities.

“Code Triage in the ED” - External Disaster
- Do not release information to the media.

“Code Triage All Clear” - Disaster has ended.
- Resume activities.

“Code Amber” - Infant/child abduction
- Be observant of people.
- Notify Public Safety at 222 if you see anything suspicious.

“Code Blue + Location” - Cardiac arrest

“Dr. Band-Aid + Location” - Staff and visitor accidents/emergencies

Check...

To Make Sure...

- Doors which should be closed are NOT propped open!

- Fire exits and fire extinguishers are not blocked!