ARE YOU JOINT COMMISSION READY?

What does RACE stand for?

**Answer:**

During a fire:
- Rescue
- Alarm
- Contain
- Extinguish
ARE YOU JOINT COMMISSION READY?

How do you report a concern for patient safety?

**ANSWER:**

Complete a SAFE Report. SAFE can be accessed by:

- Desktop icon
- OKTA
- SMMC Intranet > Departments > Quality > SAFE
What do I do if there is a precautions sign on a patient’s door?

**Answer:**

If you are not familiar with the sign, check with the nurse before walking into the patient room for your safety and the patient’s safety.
ARE YOU JOINT COMMISSION READY?

What code do I call if there is a combative patient?

**Answer:**

Call ext. 2121 at SMMC for a **Code Gray**.

For off-site call 911.
ARE YOU JOINT COMMISSION READY?

What do you say if a surveyor asks you a question you do not know the answer for?

**ANSWER:**

It's ok to tell them, “I do not have the answer, but I would use my resources to find the answer…my supervisor, SMMC Intranet, check policies and procedures, etc.”
ARE YOU JOINT COMMISSION READY?

What would you do if a patient had an informal complaint about their care or safety?

ANSWER:

Try to resolve the complaint. If you can't resolve it, inform your supervisor and refer the patient to the Patient Advocate at (650) 573-3731.
ARE YOU JOINT COMMISSION READY?

When is it ok to use a door stop to prop a door open?

ANSWER:

NEVER!
Are you Joint Commission Ready?

How would you report a breach of PHI (protected health information)?

**Answer:**

Notify the Compliance/Privacy Officer at (650) 573-2329.
ARE YOU JOINT COMMISSION READY?

What quality project(s) or areas for improvement is your area working on?

**ANSWER:**

If you're unsure, ask about what lean or quality projects are being measured/discussed in your area.
ARE YOU JOINT COMMISSION READY?

Why is it important to keep hallways clear?

ANSWER:

In the event of an emergency evacuation, clutter in hallways could hinder a timely exit.
When is it ok to text a patient's PHI, (protected health information)?

**Answer:** NEVER!
ARE YOU JOINT COMMISSION READY?

What is Code Pink?

Answer:
Staff alert to a child abduction.
ARE YOU JOINT COMMISSION READY?

What do you do if a patient's preferred language to receive healthcare is one other than English?

**ANSWER:**

Use our language services vendors, Voyce or CLI, or ask for help from a red label staff interpreter who is qualified to interpret at SMMC.
How are patients informed of their rights and responsibilities?

ANSWER:

At time of registration, they are given language-appropriate information.
ARE YOU JOINT COMMISSION READY?

What do you do to contribute to patient safety?

ANSWER:

Give specific answers for your area. For example:

- Report unsafe conditions.
- Report patient safety concerns through SAFE.
- Wash my hands.
- Clean my work surfaces.
ARE YOU JOINT COMMISSION READY?

What is a Rapid Response Team and when would you use it?

ANSWER:

If you need help with a patient, visitor, or staff member who has an immediate health concern.
How long is the exposure time on a cleaning agent?

**Answer:**

Since the products are different, check the label that will list how long to keep a surface wet to kill germs.
ARE YOU JOINT COMMISSION READY?

Name 3 of the top ten good habits for standards compliance

**Answer:**

1. I wash my hands EVERY TIME before and after patient contact, after contact with a patient's surroundings, before an aseptic task, and after a body fluid exposure risk.
2. I clean my work surfaces.
3. I know manufactures guidelines for cleaning and maintaining medical equipment.
4. When I am doing my tasks I look for expired medications, supplies or food.
5. Medications in my area are stored in locked cabinets in secure areas.
6. There is no food in patient care areas.
7. I do not use doorstops or prop doors open due to fire hazard.
8. I do not block exit hallways with equipment, supplies or furniture.
9. Hazardous chemical containers are labeled and stored safety.
10. All staff, volunteers, students wear their name badges.

Are there other things that apply to you?
Are you Joint Commission ready?

What are the Employee Health protocols for COVID-19?

**Answer:**

- Do not come to work if you have any symptoms of COVID-19 such as fever, cough, sore throat, diarrhea, nausea, vomiting, body aches, fatigue, headache, and new loss of taste/smell.
- Call the Infection Control Hotline at (650) 573-4744 to report your sick call, for return-to-work clearance, and for any potential exposures that may have occurred at work or outside of work.
ARE YOU JOINT COMMISSION READY?

Can patient safety be impacted by non-clinical tasks?

**Answer:**

Yes.

For example, if there was incorrect patient identification in paperwork it could lead to the wrong patient be scheduled for services, delay in treatment, etc.
ARE YOU JOINT COMMISSION READY?

WILD CARD
Ask a question of your choice!