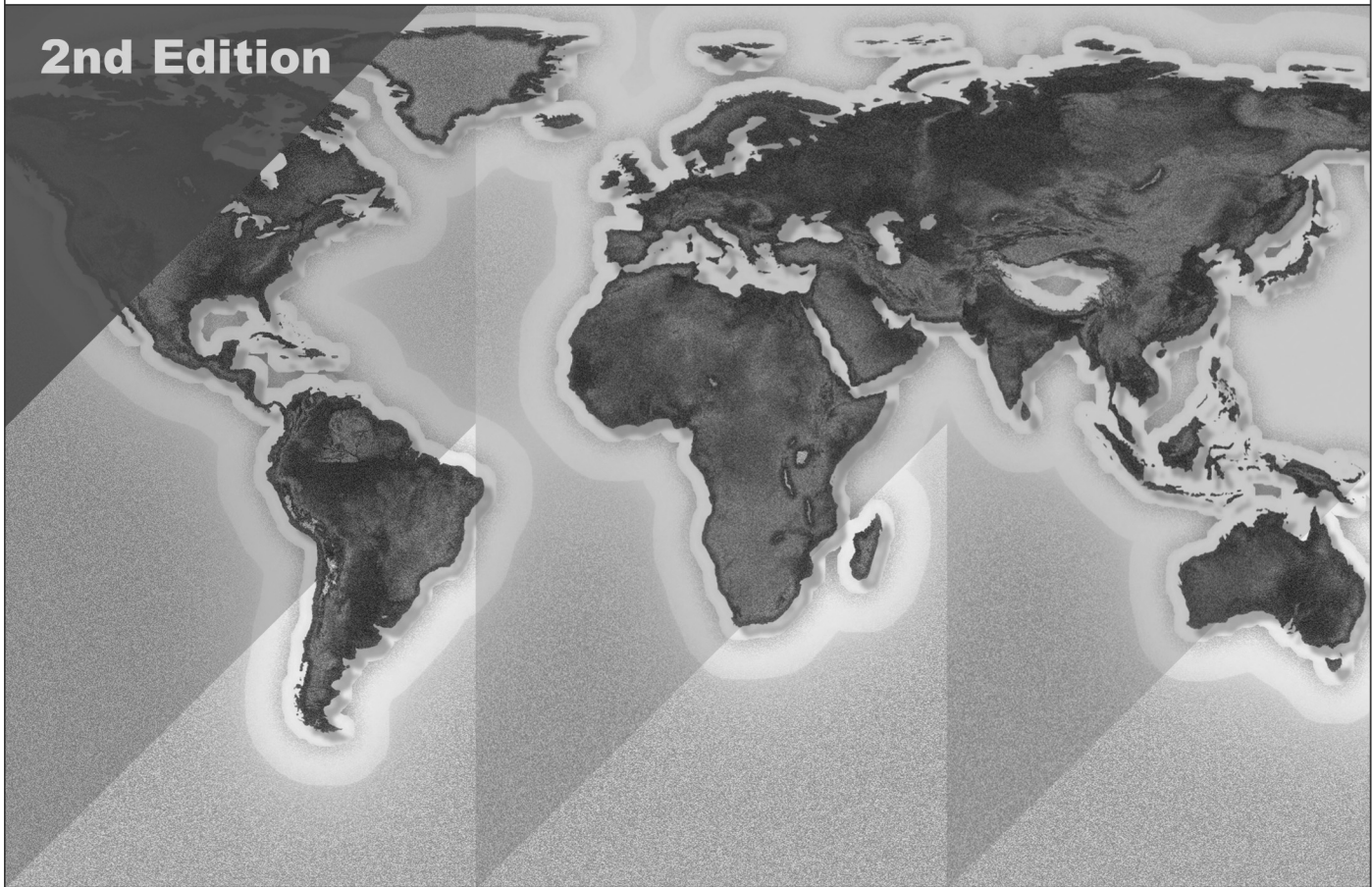




JOINT COMMISSION INTERNATIONAL STANDARDS FOR CLINICAL CARE PROGRAM CERTIFICATION*

2nd Edition



**Joint Commission
International**

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International Patient Safety Goals (IPSG)

Goals

The following is a list of all goals. They are presented here for your convenience without their requirements, intent statements, or measurable elements. For more information about these goals, please see the next section in this chapter, “Goals, Standards, Intents, and Measurable Elements.”

- IPSG.1** Identify Patients Correctly
- IPSG.2** Improve Effective Communication
- IPSG.3** Improve the Safety of High-Alert Medications
- IPSG.4** Ensure Correct-Site, Correct-Procedure, Correct-Patient Surgery
- IPSG.5** Reduce the Risk of Health Care–Associated Infections
- IPSG.6** Reduce the Risk of Patient Harm Resulting from Falls



Program Leadership and Management (PLM)

Standards

The following is a list of all standards for this function. They are presented here for your convenience without the measurable elements or other explanatory text. If you have questions about a term used here, please check the Glossary, starting on page 65.

- PLM.1** Leadership roles in the program are clearly defined.
- PLM.2** The program is designed, implemented, and evaluated collaboratively.
- PLM.3** The program is relevant and meets the needs of the target population and/or health care service area.
- PLM.4** The scope and level of care and/or services offered by the program are provided to patients and, when appropriate, families.
- PLM.5** The scope and level of care and/or services provided are uniform and comparable for patients with the same acuity and type of disease or condition being managed, regardless of their ability to pay or the source of payment.
- PLM.6** Eligible patients have access to the care and/or services provided by the program.
- PLM.7** The program operates in an ethical manner.
- PLM.8** The program complies with applicable laws and regulations.
- PLM.9** The program has current reference and resource materials readily available.
- PLM.10** Facilities where patients receive care maintain and implement a program that provides a safe and secure physical environment.
- PLM.11** Facilities where patients receive care maintain and implement an emergency management program.
- PLM.12** Facilities where patients receive care maintain and implement a program to ensure that all occupants are safe from fire and smoke.
- PLM.13** Facilities where patients receive care maintain and implement a program for inspecting, testing, and maintaining medical equipment and documenting results.



PLM.14 Facilities where patients receive care maintain and implement emergency processes in the event of water, power, gas, or communication failures.

PLM.15 Facilities where patients receive care maintain and implement a program to ensure that all staff members receive education and training about their roles in providing a safe and effective environment.



Delivering or Facilitating Clinical Care (DFC)

Standards

The following is a list of all standards for this function. They are presented here for your convenience without the measurable elements or other explanatory text. If you have questions about a term used here, please check the Glossary, starting on page 65.

- DFC.1** All clinical staff are qualified, competent, and appropriately trained.
- DFC.2** All clinical and nonclinical staff are oriented to the program and to their specific job responsibilities.
- DFC.3** There are continuous, ongoing professional practice evaluations of the quality and safety of the clinical care provided by each staff member.
- DFC.4** The program uses a standardized process originating in clinical practice guidelines or evidence-based practice to deliver or facilitate the delivery of clinical care.
- DFC.5** All clinical staff are knowledgeable about the adapted or adopted clinical practice guidelines and implement activities that are consistent with the clinical practice guidelines.
- DFC.6** The program tailors the standardized process to meet the patient's needs.
- DFC.7** Concurrently occurring conditions and comorbidities are managed, or the information necessary for their management is communicated to the appropriate clinical staff.

Supporting Self-Management (SSM)

Standards

The following is a list of all standards for this function. They are presented here for your convenience without the measurable elements or other explanatory text. If you have questions about a term used here, please check the Glossary, starting on page 65.

- SSM.1** The program involves the patient and, when appropriate, the family in making decisions about managing their diseases or conditions.
- SSM.2** The program addresses the patient's and, when appropriate, the family's readiness, willingness, and ability to learn.
- SSM.3** The program addresses the patient's and, when appropriate, the family's educational needs.
- SSM.4** The program materials are consistent with the clinical guidelines and relevant and appropriate to the population served.
- SSM.5** The program addresses lifestyle changes that support self-management regimens.

Clinical Information Management (CIM)

Standards

The following is a list of all standards for this function. They are presented here for your convenience without the measurable elements or other explanatory text. If you have questions about a term used here, please check the Glossary, starting on page 65.

- CIM.1** The confidentiality, security, and retention of patient information are protected.
- CIM.2** The program identifies those authorized to have access to and/or to make entries in the patient clinical record.
- CIM.3** The program uses standardized diagnosis codes, procedure codes, symbols, abbreviations, definitions, and methods for adding comments/addenda.
- CIM.4** Information management processes meet the program's internal and external information needs.
- CIM.5** The program gathers information about the patient's disease or condition from clinical staff and settings across the continuum of care.
- CIM.6** The program shares information about the patient's disease or condition across the entire continuum of care to any relevant setting or clinical staff.
- CIM.7** The program initiates, maintains, and makes accessible a health or clinical record for every patient.



Performance Measurement and Improvement (PMI)

Standards

The following is a list of all standards for this function. They are presented here for your convenience without the measurable elements or other explanatory text. If you have questions about a term used here, please check the Glossary, starting on page 65.

- PMI.1** The program has an organized, comprehensive approach to performance improvement.
- PMI.2** The program maintains data quality and integrity.
- PMI.3** The program uses measurement data to evaluate and to improve processes and outcomes.
- PMI.4** The process for identifying, reporting, managing, and tracking sentinel events is defined and implemented.
- PMI.5** The process for identifying, reporting, managing, and tracking errors and adverse events is defined and implemented.
- PMI.6** The process for identifying, reporting, managing, and tracking “near-miss” events is defined and implemented.
- PMI.7** The program collects and analyzes data regarding variance from the clinical practice guidelines to improve the standardized process.
- PMI.8** The program evaluates patient and family perceptions of the quality of care.