

JHMI CLINICAL LABORATORY

2007 EMPLOYEE FACT SHEET

In 2007, The Joint Commission will return to The Johns Hopkins Hospital for an UNANNOUNCED accreditation survey. This sheet is designed to help you maintain a CONSTANT STATE OF READINESS for this visit.

THE JOHNS HOPKINS HOSPITAL MISSION AND CORE VALUES

The mission of the Hospital is to improve the health of the community and the world by setting the standard of excellence in medical education, research and clinical care.

Core Values are:

- ❖ Excellence and Discovery
- ❖ Leadership and Integrity
- ❖ Diversity and Inclusion
- ❖ Respect and Collegiality

PREPARE YOURSELF

- *Be ready to immediately welcome JCAHO visitors to your laboratory.*
- *Be ready to conduct or actively participate in practice sessions.*
- *Be familiar with all of the information presented on this sheet.*
- *Take action to maintain continued readiness.*

PREPARE THE LABORATORY

- *Are all areas clean and free from clutter?*
- *Are exits and fire extinguishers freely accessible?*
- *Are fire doors closed?*
- *Are compressed gas cylinders properly secured?*
- *Is equipment is properly stored?*
- *Are patient reports maintained in a confidential manner?*
- *Are refrigerator alarm systems functioning or manual temperature checks consistently recorded?*

PATIENT RIGHTS AND RESPONSIBILITIES

- Your nametag must be visible to your patients and their families
- Preserve your patients' privacy

ENVIRONMENT OF CARE

Is your laboratory area safe for staff or visitors?

- ***Check for environmental risks and get these fixed:***
 - Worn carpet, uneven surfaces, slippery floors
 - Exposed circuitry, electrical extension cords in traffic areas, loose electrical cover plates
 - Wedged or broken doors
 - Unsecured compressed gas cylinders
- ***Check for emergency preparedness:***
 - Corridors have clear egress and appropriate, visible signage
 - Emergency equipment is easily accessible, within date, and locked/inventoried
 - Equipment has been tagged by Clinical Engineering
 - Patient care areas are free from clutter and unnecessary equipment
 - Know about the JHH Disaster Preparedness plan.
 - Material Safety Data Sheets describing chemical hazards are available.
- ***Know emergency numbers:***
 - Fire, oxygen outage, or Arrest Team: call 5-4444
 - Security: call 5-5585
 - Hazardous spill: call 5-5918 (Office of Health, Safety, and Environment)
- ***Know critical event codes:***
 - *Fire: Code Red*
 - *Bioterrorism: Code Yellow Bio*
 - *Chemical: Code Yellow Chemical*
 - *Radiation: Code Yellow Radiation*
 - *Patient Influx (<10 patients): Code Yellow ED*
 - *Patient Influx (10 or more patients): Code Yellow Hospital*

- **Know what to do in the event of a fire:**

- Know your evacuation route. Evacuate those in immediate danger, close door, pull alarm, and call centrex (ext. 5-4444)
- Evacuate others only if you are in a "business occupancy" area. Otherwise DO NOT EVACUATE others unless given orders to do so.
- Know the location of your unit/area fire alarm
- Do not use fire extinguishers

PROVISION OF CARE, TREATMENT AND SERVICES

For patient's undergoing invasive or operative procedures:

- Is the Universal Protocol followed?
 - TIME OUT performed and documented in procedure location before start of procedure
 - Describe active team communication regarding
- Correct patient
- Correct site and side
- Agreement of procedure to be performed
 - Surgical site marking for required procedures

NATIONAL PATIENT SAFETY (NPS) GOALS

The National Patient Safety Goals are a set of activities aimed at improving the safety of patient care. The NPS goals for 2007 are:

- Improve accuracy of patient identification
- Improve communication among caregivers.
- Reduce the risk of health care-associated infections.
- Encourage patient's active involvement in their own care as a patient safety strategy.
- The organization identifies safety risks inherent in its patient population.

For information on how to carry out the NPS Goals, go to the (Intranet site).

<http://www.insidehopkinsmedicine.org/jcaho/index.cfm>

2007 QUALITY IMPROVEMENT (QI) PRIORITIES

- Know the 8 JHH QI priorities and state how you are addressing them in your unit/service area. These priorities are:
 - Perioperative collaboration
 - Continuity of care
 - High risk equipment
 - Medication reconciliation
 - Core measures
 - Patient/family centered care
 - New clinical building operations
 - Service excellence training and awareness campaign.

FINALLY!!

Be on your best behavior, company's coming!

Make the surveyors feel welcome and recognize them as respected professionals. Because the survey will be conducted using the *Tracer Method*, your laboratory may be visited more than once during the survey. Each staff member can assist in making Hopkins shine.

BE POSITIVE

Smile when the surveyors come to your lab, introduce yourself and ask "how may I help you?" DO NOT let surveyors stand around unacknowledged.

BE TRUTHFUL AND CONCISE

DO NOT volunteer more details or explanations than necessary to accurately and knowledgeably reply to surveyor questions.

BE PROFESSIONAL

Use appropriate language, make eye contact, and demonstrate your willingness to participate in the survey.