

## **The On-Site Review Process**

The purpose of The Joint Commission certification review is to assess the extent of an organization's compliance with applicable Joint Commission standards. Health Care Staffing firms undergoing their first review need to demonstrate compliance with the standards including four months of performance measure data for each standardized measure.

Understanding the staffing firm and assessing compliance is accomplished through a number of methods including the following:

- receipt of verbal information concerning implementation of standards, or examples of their implementation, enabling analysis of compliance;
- on-site observation by The Joint Commission reviewers; and
- review of documents that demonstrate compliance and assist in orienting reviewer to the organization's operation.

As a requirement of participation, the staffing firm must provide accurate information about its services and its compliance with the HCSS standards and performance measurement requirements.

The reviewer(s) visits the HCSS firm on the scheduled dates and according to the prepared agenda. The reviewer(s) may ask to interview any staff during the review or request additional information. The Joint Commission's confidentiality policy forbids The Joint Commission from releasing information gathered from an HCSS firm during the certification process. The only information that The Joint Commission provides to the public at the time of this publication is a certified staffing firm's status.

An important characteristic of The Joint Commission review process is on-site education conducted by the reviewer. This support occurs throughout the review as suggestions are offered for approaches and strategies that may help the organization better meet the intent of the standards and, more importantly, improve performance.

The on-site review consists of the following steps, which are explained in the sample agenda below:

- Opening Conference and orientation to the HCSS program
- Staffing Firm Overview
- Formal Agreement Review
- Personnel File Review
- Competency Assessment and Credentialing Process System Tracers
- Individual Staff Tracers
- Review of Performance Measure Data and Reports
- Issue Resolution, Preliminary Report, and Exit Conference

The Review Activity Guide describes each activity of The Joint Commission onsite certification review and should be used for review preparation. To obtain a copy of this document, please call (630) 792-5291.

NOTE: If, during the review, the reviewer(s) identify any condition they believe poses an immediate threat to public or patient safety, the reviewer must notify the staffing firm's Chief Executive Officer and The Joint Commission's Central Office. The Joint Commission decides whether to stop or continue the review based on an assessment of the situation.

The reviewer(s) will confer with the health care staffing services program leadership team at a leadership conference at the end of each review. During this conference, the reviewer(s) will provide preliminary information about their findings, citing strengths as well as opportunities for improvement. This information is strictly preliminary and should not be considered final until reviewed by The Joint Commission's Central Office staff and a final certification report is issued.

## Sample HCSS Review Agenda, One Day

Time	Reviewer	Organization Participants
8:00 – 8:30 a.m.	Reviewer Arrival, Opening Conference & Planning	Certification review
8:30 – 9:00 a.m.	<ul style="list-style-type: none"> <li>- Introductions</li> <li>- Overview of The Joint Commission and Certification</li> <li>- Review of the agenda</li> </ul> <p><i>Please Note: The reviewer needs a roster of field staff that are currently placed or available for placement, sorted by discipline</i></p> <ul style="list-style-type: none"> <li>- Reviewer selection of Field Staff records and tracers--A <u>minimum of 30</u> field staff and a small sample of the firm’s internal staff will be identified</li> <li>- Files for these individuals need to be available for the Personnel File Review Sessions</li> <li>- Reviewer selection of Field Staff for contact – A <u>minimum of seven field staff</u> will be identified to participate in a brief phone call with the reviewer. The reviewer will identify the timeframe to place or take phone calls to facilitate the firm’s scheduling. Calls will be taken in private by the reviewer.</li> </ul> <p><i>Please note: The reviewer needs a list of customers where field staff are currently working or have worked.</i></p> <ul style="list-style-type: none"> <li>- Reviewer selection of contracts/agreements for review—A <u>minimum of six contracts/ agreements</u> will be identified</li> <li>- These contracts/agreements need to be available for the Contract/Formal Agreement Review session</li> <li>- Reviewer selection of Customers for contact – A <u>minimum of six customers</u> will be identified to participate in a brief phone call with the reviewer. The reviewer will identify the timeframe during which they would like to place or take these phone calls to facilitate the firm’s scheduling. Calls will be taken in private by the reviewer.</li> </ul> <p>Office tour – A <u>brief</u> guided walk-through to orient the reviewer to the firm’s operations and office layout.</p>	coordinator, leadership and others at the discretion of the organization
9:00 – 9:30 a.m.	Staffing Firm Overview	Leader(s) and individual(s)

Time	Reviewer	Organization Participants
9:30 – 10:00 a.m.	<ul style="list-style-type: none"> <li>- Organizational structure</li> <li>- Management and Operations</li> <li>- Marketing activities</li> <li>- Customer base</li> <li>- Recruitment, Retention and Competency Evaluation Processes</li> <li>- Employee/Field Staff Health</li> <li>- Liability Insurance/Workers Compensation</li> <li>- Contracting/Formal Agreement Processes</li> <li>- Conflict of Interest <ul style="list-style-type: none"> <li>▪ Vendor management</li> <li>▪ Subcontracting</li> </ul> </li> <li>- Customer reassignment of field staff (floating)</li> <li>- On-call structure, if applicable</li> <li>- National Patient Safety Goals</li> <li>- Emergency Management</li> <li>- Information Management</li> <li>- Performance Improvement</li> <li>- Customer/Field Staff Complaint Reporting</li> </ul>	responsible for these functions
10:00 – 10:30 a.m.	<p>Contract/Formal Agreement Review</p> <ul style="list-style-type: none"> <li>- Review of Contracting/Formal Agreement Process</li> <li>- Facilitated review of a select sample of contracts and formal agreements</li> </ul>	Individual(s) familiar with content and responsible for formal agreements/ contracts
10:30 – 11:00 a.m.	Personnel File Review	Individual(s) with authorized access to files
11:00 – 11:30 a.m.	Facilitated review of the previously selected sample of files begins in this session and continues in the afternoon	Individual(s) who can facilitate the file review
11:30 – 12:00	Competency Assessment & Credentialing Process System	Individuals responsible for managing and performing these processes
12:00 – 12:30	<p>Tracer</p> <ul style="list-style-type: none"> <li>- Application process</li> <li>- Employment History Checks</li> <li>- Credentials Verification Process</li> <li>- Hiring criteria</li> <li>- Orientation</li> <li>- Definition of active and inactive field staff</li> <li>- Placement criteria</li> <li>- Field Staff-to-Customer Matching Process</li> <li>- Field Staff supervision</li> <li>- Field Staff performance evaluation, including customer feedback</li> <li>- Maintaining competency of field staff</li> </ul>	
12:30 – 1:00 p.m.	Reviewer Lunch	

Time	Reviewer	Organization Participants	
1:00 – 1:30 p.m.	Individual Field Staff Tracers <ul style="list-style-type: none"> <li>- First contact (recruitment)</li> <li>- Data gathering (application process)</li> <li>- Discussion related to file review               <ul style="list-style-type: none"> <li>▪ Licensure</li> <li>▪ Credentials</li> <li>▪ Competency</li> <li>▪ Continuing education</li> <li>▪ Orientation</li> <li>▪ Health status</li> </ul> </li> <li>- Hiring decision</li> <li>- Orientation/Assignment Availability</li> <li>- First placement               <ul style="list-style-type: none"> <li>▪ How data is provided to customer</li> <li>▪ Field staff-to-Customer Matching Process</li> <li>▪ Customer reassignment of field staff (floating)</li> <li>▪ Registering concerns/complaints</li> </ul> </li> <li>- Performance evaluation process</li> </ul>	Individual(s) who can step the reviewer through a field staff persons experience with the firm from point of first contact through recruitment, hiring, orientation and first placement, through initial performance evaluation  Should involve individuals responsible for the day-to-day performance of activities  Can take place as an office operations walk-through with stops at various work stations to talk with internal staff as they are available.	
1:30 – 2:00 p.m.	<ul style="list-style-type: none"> <li>- Personnel File Review ...<i>continued</i></li> </ul>	Individual(s) who can assist the reviewer in establishing phone contact with field staff and customers	
2:00 – 2:30 p.m.			<ul style="list-style-type: none"> <li>- Phone calls with Field Staff</li> </ul>
2:30 – 3:00 p.m.			<ul style="list-style-type: none"> <li>- Phone calls with Customers</li> </ul>
3:00 – 3:30 p.m.	Issue Resolution & Reviewer Report Preparation	Certification review coordinator	
3:30 – 4:00 p.m.			
4:00 – 4:30 p.m.	Organization Exit Conference	Program and clinical leadership and others at the discretion of the organization	

***The Duration of the Certification Decision***

A Certificate of Distinction in Health Care Staffing Services is valid for a two year time frame unless revoked by The Joint Commission. The award is effective upon successful submission of ESC and when a certification decision has been rendered.