



FAST BLAST



The Joint Commission is coming soon!

National Jewish Health is expecting a Joint Commission survey in the next 1-6 weeks. We urge you to take the time to read through the Joint Commission Readiness Handbook so that you are fully prepared to represent National Jewish Health. This reference guide will serve as a resource to you toward a successful Joint Commission survey. The Joint Commission Readiness Handbook can be found on Spyderweb or via the embedded link here: [Joint Commission Readiness Handbook](#)

Survey Tips:

- Keep the conversation professional - Ask questions if you do not understand. Never argue with the surveyors. Be professional and use appropriate language and behavior.
- Be truthful - If you do not know an answer, say so, and tell the surveyor where or to whom you would go for the answer. Remember you may use any resources available to you, such as intranet policies, department resources, or your manager.
- Keep your answers focused and specific to their question - Whenever possible, answer in your own words and keep your answers short and to the point.
- Wear your ID badge at all times.
- Surveyors may observe you perform your role, so remember to:
 - ✓ Perform 5 moments of hand hygiene
 - ✓ Keep patient information confidential and secured.
 - Protect health information (PHI) are not visible to unauthorized individuals
 - EMR is logged off of workstations when not occupied
- Be sure all clinical areas are free of staff food. Nurse's station and department work areas may contain covered staff beverages only.



Important Items to Know:

- National Jewish Health vision and mission
- National Patient Safety Goals
- What improvements have been made for patient care and safety in your area
- How to report a patient or visitor safety event
- Location of hazardous chemical inventories (Safety Data Sheets), eyewash station, fire pulls, fire extinguishers, evacuation routes, and policies and procedures on Spyderweb