Knowledge is Power: The Joint Commission International COVID-19 Response

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The Fog of War

• Accurate and timely information is the key to success in a crisis
  • Applies to military battles, natural disasters and pandemics
  • The lack of the information prevents a clear picture of the situation
• Numerous factors affected the sharing of accurate information during COVID-19
  • Politics
  • Social media
  • The internet
  • Fear
• Trusted, reliable sources remain the key to the spread of accurate information
  • Too many instances of non-peer reviewed publication of information
The Initial Response

• Creation of Joint Commission Enterprise internal task force (Feb. 2020)
  • Leveraged the expertise from our international and domestic teams
  • Tracked the status of the pandemic
  • Collected and collated information as it became available
• JCI Marketing Team took the lead for international knowledge dissemination
  • Wai Ng, PhD International Principal Consultant for Infection Control
  • Strong team of marketing and publications experts led the communication
  • Created and collated a library of internal and external sources
• Launched COVID-19 tab on JCI Website (Mar 16, 2020)
  • Information from trusted sources: WHO, CDC, TJC
Joint Commission International Website

JCI launched the COVID-19 Webpage on March 16, 2020
Evidence-Based Resources

Joint Commission International Resources

- Infographic – Aerosol Generating Procedures
- Video: Safely Removing PPE to Prevent Infection: Removing (doffing) a gown

JCI COVID-19 Webpage has 40 links to Evidence-Based Resources

Preparedness Tools

- CDC Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed COVID-19 in Healthcare Setting
- CDC Interim Guidance for Discontinuation of Transmission-Based Precautions and Disposition of Hospitalized Patients with COVID-19
- COVID-19 Training for Healthcare Professionals
- Strategic Priority Infection Prevention and Control Activities for Non-US Healthcare Settings
- Interim Infection Prevention and Control Guidance for Dental Settings
- Preparedness Tools CDC Resources for Hospitals and Healthcare Professionals Preparing for Patients with Suspected or Confirmed COVID-19
- WHO Strategic Preparedness and Response Plan for the New Coronavirus

Personal Protective Equipment

- WHO Q&A: Masks and COVID-19 (Updated June 7)
- WHO COVID-19 Course: How to put on and remove personal protective equipment (PPE)
- WHO Poster: Guide to Putting on PPE For Contact/Droplet Precautions
- CDC Recommended Sequences for putting on and Removing PPE
- CDC eye protection
- CDC Isolation gowns
- CDC face masks
- CDC N95 respirators
- WHO rational use of PPE for coronavirus disease (COVID-19)
- CDC Recommended Guidance for Extended Use and Limited Reuse of N95 Filtering Facepiece Respirators
Spreading the Word

• Targeted Email campaign
  • Sent to accreditation clients and mailing group members
  • Personal message sent from JCI CEO
  • Alerted to website creation as well ongoing content changes
  • Notifications of additional products and changes to accreditation
• All Joint Commission website linked to COVID-19 response page
• Individual employee email contain a banner with links to response page
Banner on the JCI Main Website drives people to the COVID-19 Webpage

Banner on the bottom of all JCI staff email directs customers to the JCI COVID-19 Webpage
Additional Responses

- Webinar: “Global Communicable Disease: Are you Ready?”
  - Conducted by Dr. Ng on March 25th, 2020
  - Over 900 attendees; Q&A also posted on website
- JCI Navigator for Infection Prevention and Control
  - Provided free on April 1, 2020
- Personal responses from JCI staff on the front lines of the pandemic response
- *Health Care Worker Safety Checklists: Protecting Those That Serve*
  - Free E-book publication for World Patient Safety Day
JCI Webinar conducted March 25th by JCI Principal Consultant and Infection Control Expert, Wai Ng, Ph.D.

Over 900 Registrants for this Webinar
Available On-Demand on JCI Website

JCI On Demand Webinar: Global Communicable Diseases - Are You Ready?
This webinar, recorded on March 25, 2020 contains guidelines (specifically regarding PPE) that have been modified in certain areas of the world as COVID-19 has continued to evolve. Viewers should continue to refer to their country-specific guidelines and resources.
JCI Created and Disseminated a Free JCI Navigator Tool on Infection Prevention and Control

JCI Navigator: Infection Prevention and Control

Build resilience into your system

Every health care organization’s fundamental responsibility is to deliver quality care with utmost safety at all times. This includes responding to epidemics and pandemics or infectious disease. In recent decades, this responsibility has expanded to include mitigation, preparedness, and recovery as well as response. To effectively address an emergency like an epidemic or pandemic, you need resources. These include tools to train and aid staff, strategies to facilitate implementation of interventions, and data to monitor for mitigation and more.

JCI Navigator: Infection Prevention and Control (IPPC) can help: This integrated online solution is designed to guide health care and emergency hospitals around the world to make progressive advancements in providing safer patient care. Regardless of your current capabilities in IPC management, JCI Navigator supports your staff as they focus on continuous improvement.

Seven Key Topics Are Addressed Through JCI Navigator: Infection Prevention and Control

1. Organization and Management
2. Surveillance and Outbreak Investigation
3. Hand Hygiene
4. Barrier Prevention and Isolation
5. Cleaning, Disinfection, and Sterilization
6. Infection Viruses
7. Emergency Preparedness for Global Communicable Diseases

How Prepared Are You?
- Resources: Do you have tools, data, and skilled staff?
- Readiness: With all the possible demands on your resources, how can you manage an influx of infectious patients? To be ready, you need to build resilience into your infection prevention and control system.
- Resilience: To build resilience, you need to establish structures, develop processes, and enable staff development.
Foresight and Emergency Planning Pay Off
Paula Vallejo shares how a strong risk and infection control management program helped prepare her organization for the pandemic we’re currently facing.

Coming Together for the Common Good
Dr. Bjorn Ghillemijn is the Chief Medical Officer of a 400-bed acute care hospital in Belgium. Watch as he shares his pride in the entire hospital staff, who worked together as a unit to solve problems and keep each other and their patients safe.

Quick Action Taken to Mobilize Hospitals in Korea
Dr. Chinhak Chun discusses how hospitals in Korea worked to contain the virus.

Working on Manpower Surge Planning
International surveyor, Mahyar Sadeghi implements different strategies in order to address ever-increasing workforce needs.
JCI Participates in World Patient Safety Day

World Patient Safety Day

Safe health workers, Safe patients

Download your free e-book today
Summary

• Knowledge sharing during a crisis remains essential
• Speed of disinformation spread increases this requirement
• Accuracy is just as important as timeliness
• Keys to success:
  • Team of experts
  • Verify information quickly and accurately
  • Constant monitoring of the situation and flow of information
  • Update regularly as the situation or information changes
Coronavirus Communications

Dear Colleague:

In July of 2019, Joint Commission International (JCI) Hospital Standards for Accreditation were revised to include a new requirement for the accreditation of COVID-19 communications. The new requirement is to provide continuous, systematic, and organization-wide improvements in daily performance and outcomes of patient care. It is JCI’s expectation that all hospitals will maintain compliance with the JCI standards in a way that provides safe, quality patient care during the pandemic.

JCI acknowledges that COVID-19 has had a significant impact on many healthcare organizations, healthcare workers, families, and communities. The impact of COVID-19 falls on a continuum, as some hospitals have been drastically impacted by the virus and others have had little to no impact.

To be in compliance with this new requirement, each hospital must provide continuous, systematic, and organization-wide improvements in daily performance and outcomes of patient care. This includes developing and implementing policies and procedures to ensure that the hospital is able to respond to the needs of patients during the pandemic.

Thank you for your cooperation.

Sincerely,

Paula Wilson
President and CEO
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CONTACT

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