

Sentinel Event Data and Staffing Effectiveness

Joint Commission on Accreditation of
Healthcare Organizations

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Overview

- JCAHO accredits more than 17,000 healthcare organizations in the US and overseas
- 2500 laboratory organizations (4500) CLIA certificates
- Mission is to promote patient safety and performance improvement through accreditation survey
- Survey of compliance with professionally derived standards

Sentinel Events and JCAHO

- Any unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof
- Thorough and credible root cause analysis, risk reduction strategies
- Leadership expectations standards-based
- Voluntary self-reporting
- Database

Sentinel Event Categories

Suicide, 17.1%

Operative/postoperative complications, 12.2%

Medication Error, 11.5%

Wrong-site surgery, 11.2%

Delay in treatment, 5.3%

Transfusion error, 2.6%

Equipment-related, 1.6%

12 other categories

Settings

- 82% in hospitals (general, psychiatric)
- 3.6% in emergency department
- 0.3% in clinical laboratory
- Remainder, varied settings

Categories of Root Causes

- Communication, 63% of all events
- Orientation/training, 58%
- Availability of information, 20%
- Staffing levels, 18%
- Competency/credentialing, 12%
- Procedural compliance, 12%
- Others

Orientation/Training, identified as root cause...

- 62% of inpatient suicides
- 80% of op/post-op events
- 60% of medication errors (number one)
- 38% wrong site surgery
- 28% delays in treatment
- 75% transfusion events

Staffing Levels, as root cause...

- 42% of op/post-op events
- 18% of medication errors
- 25% of delays in treatment
- 25% of transfusion events

Competency/Credentialing...

- 24% of op/post-op events
- 21% of medication errors
- 28% of delays in treatment

Lab Compliance Issues

- Staff competency (includes point of care)
- Proficiency testing performance, corrective action, regulated analytes
- Quality control performance Hematology and Chemistry, remedial action, review
- Waived testing quality control (non-lab) and staff training (incl. Manufacturer's instructions)
- Training of staff monitoring transfusions

JCAHO and Staffing Effectiveness

- Shortage of qualified professional personnel
- Identified linkages between staffing effectiveness and patient safety
- Legislation
- Develop approach for ALL types of organizations
- Link to clinical/service outcomes
- Engage field in development

Staffing Effectiveness:

“The number, competency, and skill mix of staff as related to the provision of needed services.

Development...

- National panel of over 100 experts, 2000
- Representatives from various settings and disciplines (20% providing direct care)
- Analyzed staffing models and sensitivity of screening indicators

Approach

- Multiple indicators in combination (human resource indicator and service indicator)
- Indicators as screening tool for staffing issues
- Allows flexibility
- Requires analysis of variation from expected
- Expects response if indicated
- No prescribed staffing levels

Under Consideration

Service Indicators

- Patient complaints
- TAT
- Delayed tests
- Repeat tests
- Mis-ID of specimens
- Left without being seen
- Increase in STAT orders (outside of rounds)

HR Indicators

- Staff turnover
- Staff injury
- Overtime
- Education hours
- Vacancy rate
- Sick time
- Satisfaction of staff
- Understaffed according to plan
- Agency use



Questions?...