

Threat to Health and Safety Protocol

Purpose. To identify the process for responding to a situation that is believed to pose a serious threat to public or patient health or safety in an organization undergoing a survey.

Policy. When an organization is undergoing a survey, JCI Accreditation may consider for accreditation or certification purposes a surveyor's findings, a complaint to the organization or JCI Accreditation, or other information received by JCI Accreditation as relevant in deciding whether some aspect of an organization's operation may result in or is likely to result in serious injury, harm, impairment, or death to a patient, staff or the public and that immediate action must be taken.

Responsibilities

- 1) JCI Accreditation surveyors are responsible for reporting all situations for which they believe there is a potential threat to health and safety in an organization for which they are surveying.
- 2) JCI Accreditation will ensure that the policy is published on the JCI website. In addition, JCI will ensure that the policy is summarized for inclusion in each accreditation/certification manual.

Procedure

- 1) The surveyor will notify JCI Accreditation immediately if any condition is identified that is believed to pose such a serious threat to public or patient health or safety.
- 2) JCI Accreditation may request the survey team leader, if a survey is in progress, to coordinate a conference call with JCI Accreditation and the organization to discuss the findings with the organization's senior leadership.
- 3) The survey shall be interrupted until the survey team and JCI Accreditation can determine the severity of the issue and identify the next steps with the hospital. All findings are immediately reported to JCI Accreditation.
- 4) JCI's VP Accreditation, Standards, and Measurement, reviews the situation with JCI Accreditation staff and makes a recommendation to the President and CEO of JCI regarding whether a threat to health or safety status should be declared.
- 5) The President and CEO, or the chair of the Accreditation Committee if the President is not available, after consultation with the VP Accreditation Standards, and Measurement, can then issue a decision disclosable to the public that any existing accreditation status is no longer effective, pending subsequent review by the JCI Accreditation Committee.
- 6) The President and CEO, or the Chair of the Accreditation Committee, can then issue an expedited Denial of Accreditation decision.
- 7) The VP Accreditation, Standards, and Measurement, promptly informs the organization's CEO (and appropriate governmental authorities if applicable) of this decision and the findings that led to this action.
- 8) The Accreditation Committee confirms or reverses the decision at its next meeting, or a special meeting can be convened at the request of the President and CEO or VP Accreditation, Standards, and Measurement, based on the level of threat to health or safety.
- 9) The Accreditation Committee will consider information received from the accredited organization or certified program and then decide whether to immediately deny accreditation or certification or take whatever action it deems appropriate. The Accreditation Committee may take into consideration an



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organization's corrective actions or responses to a serious threat situation. The organization can provide information to demonstrate that the serious threat to-health-and-safety situation has been corrected prior to the Accreditation Committee's consideration of the Accreditation/Certification Denied decision. In these situations, the corrective action is considered when a single issue leads to the adverse finding and the organization demonstrates that it

- took immediate action to completely remedy the situation;
- prepared a thorough and credible root cause analysis;
- adopted systems changes to prevent a future recurrence of the problem; and
- a scheduled focus survey verified the implementation of each of the above corrective actions.