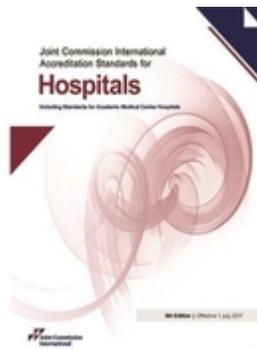


December 2017

6th Edition In-Depth: Planned and Unplanned Downtime (Part 1: Communication)

Each month we highlight a section of the new 6th edition hospital standards. This series of articles provides a closer look at areas of concern for JCI-accredited hospitals and any health care organization focused on patient safety and quality improvement.



Standard MOI.14: *The hospital develops, maintains, and tests a program for response to planned and unplanned downtime of data systems.*

The period of time when a computer system, server, or network is unavailable is considered a data system interruption and often referred to as “downtime.” These interruptions may be planned or unplanned. Planned interruptions are scheduled in order to perform maintenance to the system or install upgrades or enhancements.

Downtime, whether planned or unplanned, can affect an entire system or may impact only a single application. Hospitals must prepare all departments and service areas with training specific to tactics and interventions for managing downtime in their particular area. How downtime is managed in the laboratory may be different from the management of downtime in the operating theater.

Click to [here](#) to read the full article.

2018 JCI Publications and Services Brochure

Need authoritative, trusted information on health care quality and patient safety? Need JCI standards? See our new collection of valuable resources.

Click [here](#) to download.



Reminder: Revisions to the Track Record or Lookback Period Coming in January

Hospitals and Academic Medical Center Hospitals Undergoing INITIAL Surveys



JCI wants to encourage organizations that are starting on the JCI accreditation journey to be well prepared. These health care organizations should establish sustainable processes and systems that will enable them to be in continuous and robust compliance with JCI's accreditation standards. As such, hospitals and academic medical center hospitals that will undergo their first survey on 1 January 2018 or later are required to have a six-month track record (increased from the current requirement of four months).

Hospitals and Academic Medical Center Hospitals Undergoing TRIENNIAL Surveys

Once a health care organization receives JCI accreditation, it should strive to implement policies, procedures, and processes that support continuous compliance with the standards as well as year-round data collection and recordkeeping. As such, beginning 1 January 2018, JCI Accreditation will begin actively informing all hospitals and academic medical center hospitals undergoing surveys that continuous compliance with the standards must be in place starting the day after their accreditation survey.

The intent is that for any survey conducted on or after 1 January 2021, JCI surveyors will be able to evaluate the performance of an organization and the effectiveness of its systems by looking as far back as the date of the organization's previous survey. At that time, 1 January 2021, the current 12-month look-back period for triennial surveys will be retired. If you have questions regarding this announcement, please contact your JCI Accreditation Account Executive or submit your questions via email to jciaccreditation@jcrinc.com.

Registration Now Open for 2018 Education Events

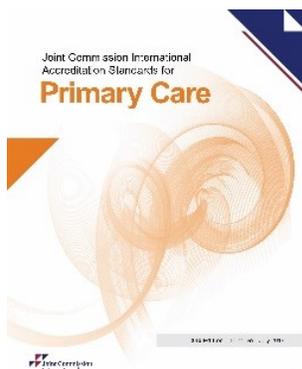


JCI's first education events of 2018 are now open for registration. A Foundations of Accreditation event is scheduled for [6-8 February in Prague](#) and the first International Practicum will take place in [Singapore, 2-6 April](#).

Check our [events calendar](#) for more information on those two events and come back frequently to see what we have added.

New Primary Care Manual Coming in 2018

Joint Commission International will publish the *Joint Commission International Accreditation Standards for Primary Care, 2nd edition*, on 1 January 2018.



Primary care is defined by the Institute of Medicine (IOM) Committee on the Future of Primary Care as “the provision of integrated, accessible health care services by clinicians who are accountable for addressing a large majority of personal health care needs, developing a sustained partnership with patients, and practicing in the context of family and community.” Services provided in primary care are described by the American Academy of Family Physicians (AAFP) as “practices [that] provide health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses in a variety of health care settings.”

JCI standards define the performance expectations, structures, and functions that must be in place for a primary care center to be accredited. In the new primary care manual, three main topics are addressed: Community Involvement and Integration, Patient-Centered Services, and Health Care Organization Management.

Click [here](#) to pre-order your copy of the new Primary Care Standards Manual.

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