

Tips from Year 2 and 3 Colleagues

Before the Site Visit

- Prepare for the site visit as if it were a normal TJC survey
- Conduct a gap analysis using the standards; review one by one and pull in team members as needed
- Consider preparing as a system
- Debrief to look for opportunities
- Ensure processes are standardized and known to staff
- Focus on organizational processes for PPH & severe HTN, resources within the hospital
- Identify a process owner who is responsible for site visit coordination. Ensure all areas, including those outside of OB, understand what a TJC survey entails (employee files etc.)
- Pay very close attention to the grid provided, keep a close eye on Core Measure data, and start with a thorough gap analysis
- PI projects should be reflective of gaps based on the data
- Spend a lot of time in the charts and have the nurses do chart reviews beforehand
- Start preparing early and stay focused
- Talk with other hospitals that have completed the verification process
 - Talk with sister hospitals or hospitals at the same level as you
- Utilize all FPQC and TJC resources available
 - Follow the FPQC Play Book
 - Follow the TJC guidebook
- Utilize work groups and planning sessions prior to the site visit

“Utilize your entire leadership team. Gathering all the information, reviewing all of the processes and policies and prepping the unit for a survey you have never done before is a lot of work.”

During the Site Visit

- Follow the agenda, have the materials listed in the agenda ready to review
- Point out your strengths during the site visit

“Be knowledgeable of the patient cases that will be reviewed in order to fully speak to the plan of care”

“Be prepared! Use the tools offered to help you be prepared. And as always prior to TJC- take a breath and be confident!”

“Just prepare to show the surveyor all the great things that you are doing at your facility. I feel like the surveyor was there to highlight our program rather than look for problems. It definitely was not as bad as we had thought it would be.”

“There were no surprises because of extensive preparation”

“We felt extremely prepared for our visit thanks to the resources provided to us”

After the Site Visit

“I strongly believe it is a worthwhile endeavor and is eye opening at the state of your current conditions and care. We can always do better.”

“I think that is a great process to go through, to highlight the collaboration that already exists in your hospital. It will create a sense of pride in your team. It will also show the community that your hospital is ready and able to take care of the perinatal patient. We all need to do this, so that we, together, can improve the maternal morbidity and mortality rates in this country.”

“The education and the review of your [facility] is a positive and should be viewed as such. Taking the steps towards verification is taking a step towards improving maternity outcomes across the United States and this [program] is worth that alone.”